

# 1850

#### **SANTA CRUZ COUNTY**

## CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

#### OCCUPATIONAL OUTLOOK REPORT

SANTA CRUZ PRIVATE INDUSTRY COUNCIL

Chairperson Jim Booth

PROGRAM STAFF

Kathy Zwart Acting Director, Employment and Training Division County of Santa Cruz Human Resources Agency

> Alan Knox Project Supervisor

Megan Corey Project Coordinator

With Gratitude and Acknowledgment of: Michael Gramling- EDD/LMID Research Analyst and

All of the employers who contributed their valuable time and information without which this report would not be possible.

## SANTA CRUZ COUNTY LABOR MARKET INFORMATION

#### 1998

A Cooperative Program of The County of Santa Cruz Private Industry Council

and

The State of California Employment Development Department Labor Market Information Division

Published January 1999

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#### **Santa Cruz County**

#### Introduction

The Santa Cruz County Labor Market Study has been produced as part of a state wide project called the California Cooperative Occupational Information System --CCOIS-- (previously the State/Local Cooperative Labor Market Information Program). This program, as the name implies, has been a cooperative effort between the Private Industry Council (PIC) of Santa Cruz, and the California State Employment Development Department (EDD) Labor Market Information Division (LMID).

Both federal and state social programs require the development of local labor market information in order to effectively meet the needs of program participants and providers. Legislation supporting the CCOIS program includes:

Job Training Partnership Act JTPA
Greater Avenues of Independence GAIN
California Unemployment Insurance Code
Family Economic Security Act
Wagner-Peyser Act
California Education Code
Carl D. Perkins Vocational Education Act
Family Support Act

The goal of this program is to improve the match between employers' labor needs and the skills of job seekers. The CCOIS program accomplishes this end through the development of up-to-date, localized occupational information. This information can be utilized to make labor market decisions, as well as in the planning of vocational education, employment and training, and economic development programs.

Inclusion of an occupation in this study does not imply suitability for training at this time, nor does exclusion of an occupation imply an over supply or lack of demand in the local labor market. The Supply/Demand statements must be weighed before any training decisions can be made.

All information used in this study was gathered from Santa Cruz County employers between August 1998 and November 1998. Any information utilized in this study which was not obtained from area employers (such as data from EDD) has been identified as the source of the information.

#### **Santa Cruz County**

## Uses for Occupational Outlook Report

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

Career Decisions Career counselors and job seekers can make informed occupational choices

based on skills, abilities, interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences,

wages, labor demand and sources of employment.

Program Planning This report provides local planners and administrators with employment, training

and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs,

or to plan new programs.

Curriculum Design Training providers can assess and update their curriculum based on current em-

ployer needs and projected trends, as indicated in this report.

Economic Development Local government agencies and economic development organizations will find

information on the labor pool, such as occupational size, expected growth rates and wages, useful in determining the potential for business growth and develop-

ment in our labor market area.

Program Marketing Training providers can effectively market their programs by informing students,

employers and others that the opportunities for job placement are much greater because their training programs are developed using reliable local occupational

data.

Human Resource

Management

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods and assess the availability of qualified workers for

business relocation or expansion purposes.

This report is intended to be used as a reliable reference on which to base these and many other decisions.

Please contact the Santa Cruz County Private Industry Council at (408) 454-4080 if you have questions or Santa Cruz County • Career Works require clarification of this labor market information.

#### **Santa Cruz County**

#### Occupational Selection

The occupations studied for this program were selected at community meetings attended by members of the Santa Cruz County Private Industry Council, Community Colleges, GAIN, and other employment service providers. The selection made was based on the needs of local users of occupational information and the general population they serve. Local CCOIS users include, but are not limited to, vocational counselors, educators and employment training specialists. (For a detailed explanation of the occupational selection process, refer to program methodology.)

#### Overview: Occupational Summaries

The Occupational Summaries present a summary of the project findings that are specific to each occupation. Major sections include:

The Occupational Title/Description Employment Trends, including size Supply/Demand Assessment Wages Benefits Qualifications Training and Experience Recruitment Methods Education

Computer Skills Desired Other Information

For these summaries, the following terms have specific meanings. These are:

All: This reflects 100% of survey respondents.

Almost All: This reflects 80-99% of survey respondents.

Most: This reflects 60-79% of survey respondents.

Many: This reflects 40-59% of survey respondents.

Some: This reflects 20-39% of survey respondents.

Few: This reflects less than 20% of survey respondents.

#### **Santa Cruz County**

## Size of Occupation

This is a relative term used to describe the size of a particular occupation. The designation is based on the size of the work force in the county. The size of an occupation in Santa Cruz County is represented by the following ranges:

Small less than 136 Medium 136 to 272 Large 273 to 589 Very Large 590 and above

The size of the occupation is important because it is a determining factor in the number of jobs available. Occupational size for an occupation must be considered in conjunction with the rate of growth for that occupation to determine the number of jobs which may be available.

For most occupations, a greater number of openings are created as a result of workers leaving the labor force (attrition) or changing occupations than are created from industry growth. Replacement openings are highest in occupations which require little training, or pay lower wages.

The figures for Occupation Size were obtained from EDD Projections of Employment, Santa Cruz, 1995-2002.

## **Employment Trends**

This is a description of the expected rate of growth for the outlook period, 1995-2002. LMID projected a growth rate of 13.1% for Santa Cruz County during this seven year period (total nonagricultural employment). This rate of growth is lower than the 23.2 projected in the 1989-96 Projections of Employment.

One of the following terms will describe the growth trend for each specific occupation.

Much faster than average = 1.50 times average or higher or greater than 34.41%

Faster than average = 1.10 to 1.49 times average or 25.19% - 34.41%

Average = .91 to 1.09 times average or 21.02% - 25.18%

Slower than average = .90 times average or less or below 21.02%

#### **Santa Cruz County**

## Supply and Demand Assessment

The terms presented in this section of the summary refer to the relative difficulty employers have in finding qualified applicants. The terms used in describing the local supply/demand conditions in the area currently are defined as follows.

Very Difficult: Demand is considerably greater than the supply of qualified applicants. Employers often

cannot find qualified applicants when an opening exists.

Somewhat Difficult: Demand is somewhat greater than the supply of qualified applicants. Employers may at

times have some difficulty finding qualified applicants.

A Little Difficult: Supply is somewhat greater than demand for qualified applicants, and applicants may

experience competition in job seeking.

Not Difficult: Supply of qualified applicants is considerably greater than demand, creating a very com-

petitive job market for applicants.

This section lists supply/demand terms separately for experienced and inexperienced workers.

#### Wages

The wage data enables comparison of salary information for different occupations through three salary ranges. Keep in mind that this data is not intended to represent official prevailing wages. The data is based on employer surveys only. State and Federal law increased the minimum wage in California to \$5.75 an hour as of March 1, 1998. Wages reported below this amount were increased to the new level to reflect this change. Wages are listed with exact dollar amounts. The precision is an average of wage tables and may not reflect individual employers. Union employment in an occupation is noted here, as applicable.

The three ranges are as follows:

New hire, no experience: The wages of persons trained but with no paid experience in the occupation.

New hire, w/ experience: The starting wage paid to journey level or experienced persons just starting at the

firm

Experienced, 3 yrs. w/ firm: The wages paid to persons with three years journey-level experience at the same

firm.

#### **Santa Cruz County**

#### **Benefits**

Fringe benefits included by employers in a compensation package, such as a paid vacation or medical insurance, are described in this section. They are represented in a bar graph showing both the full and part-time percent of the various benefits offered.

#### Qualifications

Qualifications were not based on survey results. This section contains occupational information provided by the EDD/LMID, representing typical skills thought needed for job entry. They are general in nature and are not intended to give the exact requirements for every job in a specific occupation. Rather, most employers want some of the pertinent skills and knowledges which are listed.

The qualifications are listed in four categories: Technical, Physical, Personal and Basic. The last category is not listed in the individual reports due to the repetitive nature of its content. All of the occupations represented have some or all of the following criteria as Basic Qualifications: Ability to write legibly, follow oral instructions, think logically and read and follow instructions, and possession of basic math and oral communication skills.

## Training and Experience

This section of the Occupational Summary describes the relative importance of training and work background necessary for finding employment in a particular occupation. The chart represents the four choices given to surveyed employers and presents the total percent of responses in each category, as well as the typical length of work experience desired given as a range of months.

#### Recruitment Methods

This section of the Occupational Summary describes, in a list format, the various resources used in seeking and hiring new employees. The percent represents only those employers who responded to the hiring methods question, which may be less than the total number surveyed.

#### **Santa Cruz County**

#### Education

Under this section heading the percent shown in a pie chart demonstrates the educational level for most recent hires of surveyed employers, taken from the total number of employers, not employees. It does not necessarily represent the minimum requirement for employment in a given occupation.

## Computer Skills Desired

Employers were given five choices when asked what computer skills they sought in new employees. These were spreadsheet, database, desktop publishing, word processing or other. Sometimes they specified other, sometimes not. The results were tabulated and presented as a percent in the form of the language table given under the Overview Heading and as shown at the bottom of each report.

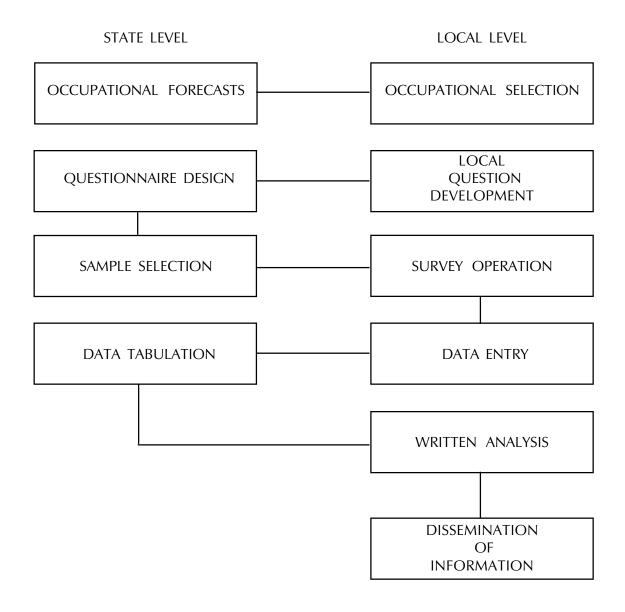
## Other Information

Included under this heading will be additional information concerning each occupation. It includes the hours worked per week, the percentage of full and part time employment, promotional opportunities and the principle employing industries as produced by the survey results. Also listed is the DOT Code, and California Occupational Guide number(s) which will provide users with other sources of information about the occupation.

#### **Santa Cruz County**

## Program Methodology

A cooperative effort between the state LMID and the Santa Cruz PIC, the processes of the CCOIS Program can be diagramed as coordinating activities occurring on the state and local levels. Such a diagram is shown below, and a detailed explanation follows.



#### **Santa Cruz County**

#### Occupational Selection

A community meeting was held to select the occupations studied for this program. In advance of this meeting, the Santa Cruz Private Industry Council (PIC) provided all those invited to attend with a list of potential occupations meeting program goals. This list served as a basis for discussion, and additional local criteria were established at the meeting to assist in narrowing the list to the required number. The criteria are as follows:

100% require two years or less of training

At least 50% provide a liveable wage for single heads of households with dependent children

Offer upward career mobility or entrepreneur potential

Projected 100 or more openings, 1993-2000

Be of importance in the local labor market

These criteria served as guidelines. Exceptions to the criteria were made for specific occupations when study of the occupation met program goals in general.

The projected openings are based on Projections of Employment 1995-2002, developed by LMID for Santa Cruz County. These tables give 1995 employment by occupation and the projected seven year growth and separation figures for occupations in the county where employment exceeds 30.

This program year, the Santa Cruz Private Industry Council received requests from area agencies requesting that specific occupations be studied. The CCOIS program makes every attempt to be responsive to local needs.

## Questionnaire Development

Questions are common to all occupations. The questions were developed by LMID staff, and reviewed by the Santa Cruz Private Industry Council (PIC) staff.

#### **Santa Cruz County**

#### Sample Selection

LMID provided Santa Cruz with the initial employer sample selection. Using detailed data bases on employers and occupational staffing within industries, a representative sample of employers was chosen for each occupation. The sample was carefully reviewed by the Santa Cruz PIC staff. At this time, employers known to be no longer in business were eliminated from the sample. Those firms included in the sample which had relocated out of the county were also eliminated from the sample.

When necessary, additional employers were added by the Santa Cruz PIC staff with the goal of achieving a minimum sample size of 30 employers. Occupations which have a smaller sample size have been included in this study because of their importance in the local labor market and the area's economy.

#### **Data Collection**

Questionnaires were mailed to all firms in the samples, with a cover letter explaining the LMI program, and a return envelope. Confidentiality of all information received from employers was insured. A number of firms promptly returned completed questionnaires.

Telephone follow-up enabled the Santa Cruz PIC to meet the response goal established for the program. For several occupations it became necessary to add additional firms to the sample in order to achieve the required number of responses.

The Santa Cruz PIC collected information from area employers between the months of August 1998 and November 1998.

All questionnaires were reviewed by the program coordinator to monitor accuracy and completeness. Employers were contacted if there were inconsistencies, or if clarification was required. A sample from each occupation was also reviewed by LMID staff.

### Tabulations and Results

The survey responses were entered into a data base and tabulations were prepared by EDD. Data from these tabulations was analyzed and the final occupational summaries prepared by PIC staff. Each summary provides information on the size of the occupation, wages and fringe benefits, supply/demand assessments, employment trends, training and experience requirements, and other information, all of which has been discussed in the introduction. Specific employer information remains confidential.

#### COOPERATIVE LABOR MARKET INFORMATION PROGRAM

#### SANTA CRUZ PRIVATE INDUSTRY COUNCIL

## Previously Surveyed Occupations

1997

Accountants and Auditors Amusement and Recreation Attendants Animal Care Takers - Except Farm Assemblers - Electrical and Electronic Equipment - Precision Bookkeeping, Accounting and Auditing Clerks, Including Bookkeepers Cabinetmakers and Bench Carpenters Counter and Rental Clerks **Food Preparation Workers** Guards and Watch Guards Home Health Care Workers **Human Service Workers** Lawn Maintenance Workers Merchandise Displayers and Window Trimmers Order Clerks - Materials, Merchandise and Service Painters, Paperhangers - Construction and Maintenance Property and Real Estate Managers and Administrators Purchasing Agents - Except Wholesale, Retail and Farm Registered Nurses Sales Agents - Selected Business Services

Secretaries, Medical

#### COOPERATIVE LABOR MARKET INFORMATION PROGRAM

#### SANTA CRUZ PRIVATE INDUSTRY COUNCIL

## Previously Surveyed Occupations

1996

Artists and Related Workers Automotive Body and Related Repairers Bakers - Bread and Pastry Cooks - Restaurant Dispatchers, Except Police, Fire and Ambulance Food Service Managers Housekeeping Supervisors Janitors and Cleaners, Except Maids and Housekeeping Cleaners Lodging Managers Machinists Mechanical Engineering Technicians and Technologists Medical Assistants Physical Therapy Aides Physical Therapy Assistants Salespersons - Retail, Except Vehicle Sales Sales Representatives, Except Scientific and Related Products/Services and Retail Truck Drivers - Light, Including Delivery and Route Workers Veterinary Assistants

#### COOPERATIVE LABOR MARKET INFORMATION PROGRAM

#### SANTA CRUZ PRIVATE INDUSTRY COUNCIL

## Previously Surveyed Occupations

1995

Bill and Account Collectors Child Care Workers Computer Programmers, Including Aides Data Processing Equipment Repairers **Dental Assistants** Dental Hygienists Dietitians and Nutritionists Electrical and Electronic Engineering Technicians Insurance Claims Clerks Medical and Clinical Laboratory Assistants Medical Records Technicians **Nursery Workers** Pest Controllers and Assistants Physicians' Assistants Production, Planning and Expediting Clerks Sheet Metal Workers **Technical Writers** Travel Agents Typesetting and Composing Machine Operators and Tenders

#### COOPERATIVE LABOR MARKET INFORMATION PROGRAM

#### SANTA CRUZ PRIVATE INDUSTRY COUNCIL

## Previously Surveyed Occupations

1994

Adjustment Clerks
Assemblers & Fabricators - Except Machine
Auto Mechanics
Bookkeeping, Accounting & Audit Clerks
Data Entry Keyers - Except Composing
Drafters

Driver/Sales Workers Electronic Repairer - Commercial & Industrial Equipment First Line Supervisors/Managers of Mechanics, Installers and Repairs General Office Clerk

Licensed Vocational Nurse and/or Nurses Aides, Orderlies, Attendants Maintenance Repairers - General Utilities Marketing, Advertising & Public Relations Managers Nurses Aides

Packaging & Filling Machine Operators & Tenders
Receptionists and Information Clerks
Sales Agents - Insurance
Traffic, Shipping, and Receiving Clerks
Truck Drivers, Heavy or Tractor-Trailer

\*Limited Surveys: Home Health Care Workers

#### COOPERATIVE LABOR MARKET INFORMATION PROGRAM

#### SANTA CRUZ PRIVATE INDUSTRY COUNCIL

## Previously Surveyed Occupations

1993

Bartenders
Bus and Truck Mechanics, and Diesel Engine Specialists
Cashiers
Combined Food Preparation and Service Workers
Cooks - Short Order
Dining Room and Cafeteria Attendants, and Bartender Helpers
First Line Supervisors and Manager/Supervisors
- Clerical & Administrative Support Occupations
First Line Supervisors and Manager/Supervisors
- Sales and Related Occupations

Hotel Desk Clerks
Loan and Credit Clerks
Medical Secretaries
Paralegal Personnel
Inspectors, Testers, and Graders - Precision

Sales Agents, Selected Business Services
Stock Clerks - Stockroom, Warehouse, Storage Yard
Typists, Including Word Processing
Waiters and Waitresses
Wholesale and Retail Buyers - Except Farm Products
Writers and Editors

\*Limited Surveys:
Hazardous Waste Materials Technicians
Instructors, Physical Training

## **Automotive Mechanics**

OES Code 853020 (1998)

## Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics.

Alternate titles reported by employers for this occupation include Mechanic, Technician, Automotive Technician and Muffler Technician.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occuation = Large (520 jobs)

Approximate Growth Rate =14.3% Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	490	560	70	100	170

Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

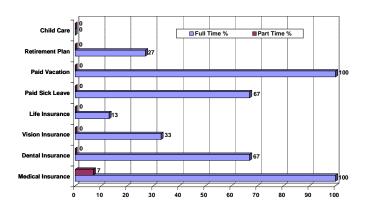
## Supply and Demand Assessment

Experienced: Employer demand is considerably greater than the supply of qualified applicants. Employers often can not find qualified applicants when an opening exists.

<u>Inexperienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to operate electronic automotive diagnostic equipment, implement safe work practices and use service manuals. Ability to tune up engines and repair brakes, heaters, air conditioners, emission controls and fuel injection systems.

<u>Personal:</u> Possession of mechanical aptitude, interpersonal skills and a good DMV driving record.

<u>Physical</u>: Ability to work in awkward positions. Ability to stand for 2 or more hours. Ability to lift at least 50 to 100 pounds repeatedly.

## Computer Skills Desired

Few of the employers surveyed responding to this question seek employees with computer automotive diagnostic skills. Few also prefer other knowledge such as Windows and Internet familiarity.

<sup>\*</sup>Projections of Employment 1995-2002 EDD/LMID

## **Automotive Mechanics**

OES Code 853020 (1998)

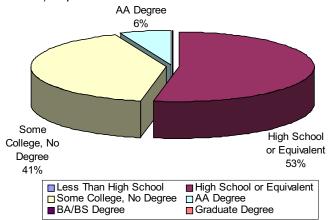
#### Wages

Experience	Low	High	Median
New Hire, No Experience	6.00	12.00	8.00
New Hire w/ Experience	8.00	19.00	14.00
Experienced, 3 yrs w/ firm	10.00	27.00	20.00

Union Affiliation is Negligible or Non-Existent

#### **Education**

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	65
Newspaper Ads	76
Private Employment Agencies	6
Unsolicited Applicants	35
In House Promotion	12
Public School Referrals	12
Private School Referrals	6
Other	29
EDD	6

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	47%	24%
Usually	35%	6%
Sometimes	12%	47%
Never	6%	24%

Typical Length of Work Experience required ranges between 10-108 months

#### Other Information

<u>Hours:</u> Almost all employers offer work on a full-time basis, averaging 40 hours per week. Few employers offer employment on a part-time basis, averaging 25 hours per week.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Service Writers, Service Advisors and Service Managers.

Employees In This Occupation: Female: 2% Male: 98%

Principle Employing Industries:	SIC
1. Gasoline Service Stations	5541
2. General Automotive Repair Shops	7538
3. Motor Vehicle Dealers (new and used)	5511

#### **DOT Code and Title**

Automobile Mechanic	620.261-010
Automobile-Mechanic Apprentice	620.261-012
Maintenance Mechanic	620.281-046

#### CA Occupational Guide #s

Automobile Mechanics #24

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

## Carpenters

OES Code 871020 (1998)

## Description

Carpenters perform duties necessary to make or repair wooden structures, structural members and fixtures and equipment using carpentry tools and woodworking machines.

Alternate titles reported by employers for this occupation include Woodworkers, Installers and Apprentice and Journeyman.

## Wages

Non-Union	Low	High	Median
New Hire, No Experience	7.75	15.00	10.00
New Hire w/ Experience	10.00	25.00	15.00
Experienced, 3 yrs w/ firm	16.00	35.00	18.75

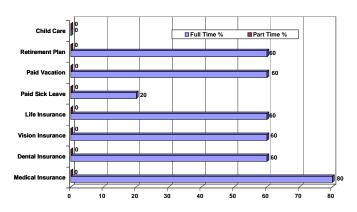
Union	Low	High	Median
New Hire, No Experience	9.15	16.01	12.58
New Hire w/ Experience	14.29	19.44	16.87
Experienced, 3 yrs w/ firm	22.87	22.87	22.87

## Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to read blueprints and working drawings, use drafting tools and operate power hand tools. Knowledge of shop math and cost estimating.

<u>Physical</u>: Ability to perform strenuous, physically demanding work. Ability to stand or sit for two or more hours and to lift at least 50-100 pounds.

<u>Personal:</u> Willingness to work with close supervision and and to work nights and weekends. Ability to provide own hand tools. Possession of reliable vehicle and auto insurance.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	38%	19%
Usually	50%	19%
Sometimes	13%	31%
Never	0%	31%

Typical Length of Work Experience required ranges between 5-36 months

## Carpenters

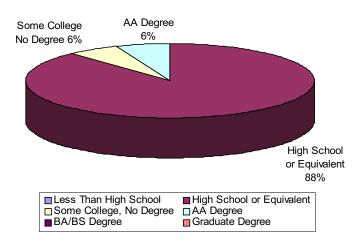
OES Code 871020 (1998)

## Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	50
Newspaper Ads	69
Unsolicited Applicants	6
In House Promotion	6
Union Hall Referrals	13
Other	6
EDD	6

#### **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (509 jobs)

Approximate Growth Rate = 19.1% Faster Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	470	560	90	70	160

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

#### Other Information

<u>Hours:</u> Almost all employers offer work on a full-time basis, averaging 40 hours per week. Few offer work on a part-time basis, averaging 30 hours per week.

Promotional Opportunities: Many employers surveyed reported promotional opportunities to positions such as Supervisor, Lead Foreman, Job Estimator, Superintendent and Design and Management.

**Employees In This Occupation:** 

Female: 0% Male: 100%

Principle Employing Industries:	<u>SIC</u>
1. General Contractors-single family hou	ıses 1521
2. General Contractors-non-residential	1542
3. Highway and Street Construction	1611
4. Carpentry Work	1751
DOT Code and Title  Carpenter  House Painter	860.381-022 869.381-010
CA Occupational Guide #s	
Carpenters	#169

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

## **Cashiers**

OES Code 490230 (1998)

## Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers and change makers.

Alternate titles reported by employers for this occupation include Checkers, Counter Workers, Ticket Cashiers and Sales People.

## Qualifications

<u>Technical</u>: Knowledge of cash handling and numeric and alphabetic filing. Ability to operate a cash register, follow check cashing procedures and apply sale techniques.

<u>Physical</u>: Ability to sit or stand for more than two hours.

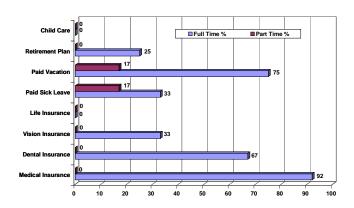
<u>Personal</u>: Willingness to work with close supervision and ability to work independently. Ability to deal tactfully with customers, work under pressure and perform routine and repetitive tasks.

## Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### **Benefits**

% of employers surveyed who offered the following:



## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation =Very Large (2841 jobs)

Approximate Growth Rate = 15% Faster Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	2670	3070	400	1,000	1,400

Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+Separations = No. of current positions that open due to promotions, retirement, etc. \*Projections of Employment 1995-2002, EDD/LMID

## Computer Skills Desired

Few employers surveyed responding to this question seek employees with some general computer skills related to computerized sale registers.

## **Cashiers**

OES Code 490230 (1998)

## Wages

Experience	low	high	median
New Hire, No Experience	5.75	9.75	6.00
New Hire w/ Experience	5.75	12.00	6.55
Experienced, 3 yrs w/ firm	6.50	15.00	8.15

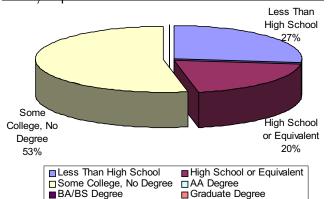
Union Affiliation is Negligible or Non-Existent

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	67
Newspaper Ads	47
Unsolicited Applicants	67
In House Promotion	7
Public School Referrals	40
Other	47
EDD	20

#### Education

Survey reported educational levels for recent hires:



☐ Graduate Degree

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	0%	80%
Usually	20%	0%
Sometimes	0%	13%
Never	80%	7%

Typical Length of Work Experience required ranges between 6-12 months

#### Other Information

Hours: Many employers offer work on a full-time basis, averaging 38 hours a week. Almost all employers offer work on a part-time basis, averaging 19 hours a week. Few employers offer work on a temporary/ on-call basis, averaging 5 hours a week. Few employers offer work seasonally, averaging 40 hours a week.

Promotional Opportunities: Almost all employers surveyed reported promotional opportunities to positions such as Assistant Manager, Floor Supervisor, Shift Supervisor, Head Checker or Buyer.

**Employees In This Occupation:** 

Female: 51% Male: 49%

Principle Employing Industries:	SIC
1. Drug Stores and Proprietary Stores	5912
2. Eating Places	5812
3. Grocery Stores	5411
4. Motion Picture Theaters, except Drive Ins	7832
5. Women's Clothing Stores	5621

#### **DOT Code and Title**

Cashier I	211.362-010
Cashier II	211.464-010
Cashier-Checker	211.462-014

CA Occupational Guide #s

#31 Cashiers

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

## Cooks - Short Order OES Code 650350 (1998)

## Description

Short Order Cooks prepare and cook to order a variety of foods that require only a short preparation time. They may take orders from customers and serve patrons at counters or tables.

Alternate titles reported by employers for this occupation include Line Cook, Prep Cook, Pizza Makers, Hot Cook, Front Counter Person and Pantry Cooks.

### **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (159 jobs)

Approximate Growth Rate = 13.3% Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	150	170	20	30	50

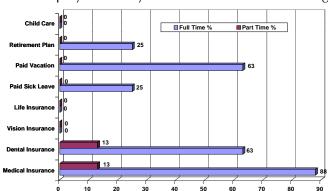
Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

## Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### **Benefits**

% of employers surveyed who offered the following:



### Qualifications

<u>Technical</u>: Food preparation and fry cooking skills.

<u>Physical</u>: Ability to pass pre-employment medical exam, stand for two or more hours and lift at least 30 pounds.

<u>Personal</u>: Willingness to work with close supervision and ability to work independently and under pressure.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	7%	60%
Usually	27%	27%
Sometimes	20%	13%
Never	47%	0%

Typical Length of Work Experience required ranges between 4-18 months

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

## Cooks - Short Order OES Code 650350 (1998)

## Wages

Experience	Low	High	Median
New Hire, No Experience	5.75	9.25	6.50
New Hire w/ Experience	5.75	9.25	7.00
Experienced, 3 yrs w/ firm	6.50	11.00	8.50

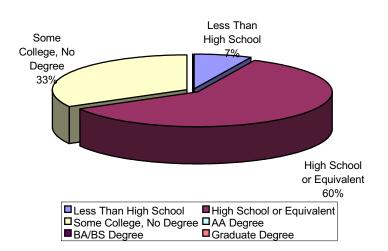
Union Affiliation is Negligible or Non-Existent

## Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	53
Newspaper Ads	60
Unsolicited Applicants	27
UOther	20
EDD	7

#### Other Information

<u>Hours</u>: Almost all employers offer work on a full-time basis, averaging 39 hours per week. Many employers offer part-time work, averaging 23 hours per week. Few employers offer seasonal work, averaging 40 per week.

Promotional Opportunities: Most employers surveyed reported promotional opportunities to positions such as Kitchen Manager, Shift Supervisor, Assistant Manager or Supervisor.

Employees In This Occupation: Female: 32% Male: 68%

Principle Employing Industries:	SIC
1. Eating Places	5812
2. Miscellaneous Food Stores	5499
3. Retail Bakers	5461
DOT Code and Title Cook, Short Order Cook	313.374-014
CA Occupational Guide #s	
Cooks, Short Order	#366

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

## Employment Interviewers- Private and Public Service OES Code 215080 (1998)

## Description

Emplyoment Interviewers interview job applicants in an employment office and refer them to prospective employers for consideration. They record and evaluate various pertinent data, search application files, notify selected applicants of job openings, refer qualified applicants to prospective employers and contact employers to verify referral results and record data.

Alternate titles reported by employers for this occupation include Employment and Training Specialist, Employment Program Representative, Staffing Specialist, Rehabilitation and Vocational Counselor, Recruiter and Personnel Coordinator.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (44 jobs)

Approximate Growth Rate = 25% Much Faster Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	40	50	10	10	20

Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc. \*Projections of Employment 1995-2002, EDD/LMID

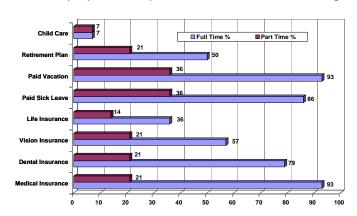
## Supply and Demand Assessment

<u>Experienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

<u>Inexperienced:</u> Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Wages

Non-Union	low	high	median
New Hire, No Experience	8.25	13.43	10.97
New Hire w/ Experience	8.75	20.00	14.00
Experienced, 3 yrs w/ firm	9.40	30.00	15.50

Union	low	high	median
New Hire, No Experience	5.81	12.11	11.51
New Hire w/ Experience	13.03	17.26	13.46
Experienced, 3 yrs w/ firm	18.06	28.77	18.20

#### Qualifications

<u>Technical</u>: Possession of personnel recruiting, counseling, interviewing, record keeping and telephone skills.

<u>Personal</u>: Ability to work independently. Possess customer service skills and tactfulness.

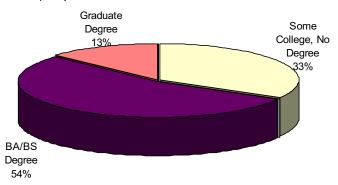
## Employment Interviewers- Private and Public Service OES Code 215080 (1998)

## Computer Skills Desired

Almost all employers surveyed responding to this question seek employees with word processing skills. Many indicated specific knowledge of computer programs, such as Microsoft Word, Microsoft Office and MacIntosh. A few indicated they desire spreadsheet skills.

#### Education

Survey reported educational levels for recent hires:





## Recruitment Methods

Туре	<u>%</u>
Employee Referrals	27
Newspaper Ads	80
Unsolicited Applicants	47
In House Promotion	40
Public School Referrals	33
Private School Referrals	20
Other	40
EDD	33

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	47%	40%
Usually	7%	7%
Sometimes	33%	33%
Never	13%	20%

Typical Length of Work Experience required ranges between 6-36 months

#### Other Information

#### Hours:

Almost all employers offer full-time work, averaging 40 hours per week. Some employers offer part-time work, averaging 20 hours per week. Few employers offer temporary/on-call work, averaging 19 hours per week. Few employers offer seasonal work, averaging 40 hours per week.

<u>Promotional Opportunities</u>: Most employers surveyed reported promotional opportunities to positions such as Job Service Supervisor, Office Manager, Vocational Evaluation Counselor, Employment and Training Supervisor or Program Director.

Employees In This Occupation:

Female: 79% Male: 21%

Principle Employing Industries: SIC

- Administration of Social, Human Resource and Income Maintenance Programs 9441
- 2. Employment Agencies 73613. Job Training and Vocational Rehabilitation

Sevices

Employment Interviewer 166.267-010

CA Occupational Guide #s

**DOT Code and Title** 

Employment Interviewers #38

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

8331

# First Line Supervisors and Managers/Supervisors-Clerical and Administrative Support Occupations OES Code 510020 (1998)

## Description

First Line Clerical Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise.

Alternate titles reported by employers for this occupation include Office Manager, Administrative Assistant, Business Manager or Customer Service Manager.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation =Very Large (1043 jobs)

Approximate Growth Rate: 17.5% Faster Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	970	1140	170	180	350

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

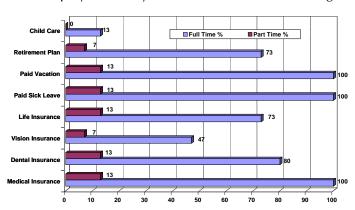
## Supply and Demand Assessment

<u>Experienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

<u>Inexperienced</u>: Worker supply is considerably larger than demand for qualified applicants, and applicants may experience competion in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to hire and assign personnel, plan and organize the work of others and manage an active department. Ability to analyze data, solve problems, write reports and operate office machines.

<u>Personal</u>: Ability to pay attention to detail, use time effectively, meet deadlines and work under pressure. Willingness to work with close supervision.

#### Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	60%	13%
Usually	20%	13%
Sometimes	20%	20%
Never	0%	53%

Typical Length of Work Experience required ranges between 6-60 months

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# First Line Supervisors and Managers/Supervisors-Clerical and Administrative Support Occupations OES Code 510020 (1998)

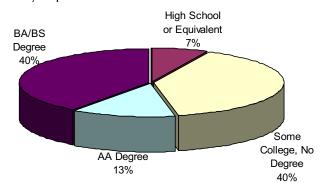
## Wages

Experience	low	high	median
New Hire, No Experience	6.23	12.44	9.97
New Hire w/ Experience	8.00	23.97	12.47
Experienced, 3 yrs w/ firm	9.09	33.56	15.54

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:





#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	33
Newspaper Ads	73
Private Employment Agencies	7
Unsolicited Applicants	7
In House Promotion	40
Public School Referrals	27
Other	33
EDD	20

## Computer Skills Desired

All employees surveyed responding to this question seek employees with word processing skills. Almost all seek employees with spreadsheet skills. Many desire data base skills. Some seek employees with desktop publishing and other skills, such as internet skills.

#### Other Information

Hours: Almost all employers offer full-time work, averaging 40 hours per week. Few employers offer part-time work, averaging 24 hours per week.

<u>Promotional Opportunities</u>: Most employers surveyed reported promotional opportunities to positions such as Assistant General Manager, General Manager, Assisant Director, Director, Chief Financial Officer, Program Director or Loan Officer.

Employees In This Occupation: Female: 69% Male: 31%

Principle Employing Industries:	SIC
1. Hotels and Motels	8361
2. Legal Services	8111
3. Miscellaneous Retail Stores	5999
4. Packaged Frozen Foods	5142
5. Residential Care	7011

#### **DOT Code and Title**

Documentation Supervisor	214.137-010
Manager, Customer Service	168.167-058
Manager, Reservations	238.137-101
Shipping and Receiving Supervisor	222.137-030
Supervisor, Files	206.137-010
• •	

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

## General Office Clerks

OES Code 553470 (1998)

## Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation and filing.

Alternate titles reported to employers for this occupation include Administrative Assistant, Clerk, Customer Service Representative, Office Assistant, Receptionist and Secretary.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (2823 jobs)

Approximate Growth Rate = 6.2% SlowerThan Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	2750	2920	170	470	640

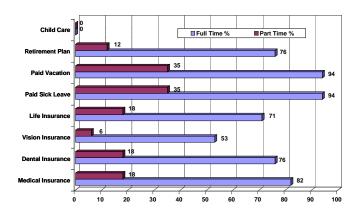
Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

## Computer Skills Desired

All employers surveyed responding to this question seek employees with word processing skills. Most indicated they seek familiarity with spreadsheet software. Few prefered database, desktop publishing and software knowledge such as Windows '97.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to perform detail clerical work, write effectively, use wordprocessing software, operate office machines and type at least 45 words per minute.

<u>Personal:</u> Possession of public contact, organizational and interpersonal skills.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	41%	12%
Usually	24%	29%
Sometimes	35%	53%
Never	0%	6%

Typical Length of Work Experience required ranges between 6-48 months

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# General Office Clerks

OES Code 553470 (1998)

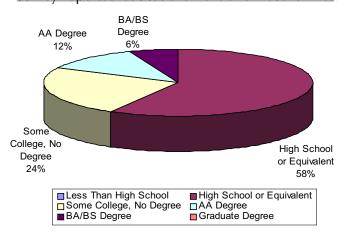
# Wages

Non-Union	Low	High	Median
New Hire, No Experience	6.00	10.50	7.50
New Hire w/ Experience	7.00	13.83	9.00
Experienced, 3 yrs w/ firm	8.00	16.81	10.84

Union	Low	High	Median
New Hire, No Experience	9.00	9.69	9.51
New Hire w/ Experience	10.48	21.17	10.92
Experienced, 3 yrs w/ firm	12.15	23.24	13.30

#### Education

Survey reported educational levels for recent hires:



# Supply and Demand Assessment

Experienced and Inexperienced: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	6
Newspaper Ads	100
Unsolicited Applicants	6
In House Promotion	35
Public School Referrals	18
Other	29
EDD	12

#### Other Information

<u>Hours:</u> Most employers offer full-time work, averaging 40 hours per week. Many employers offer part-time work, averaging 23 hours per week.

Promotional Opportunities: Most employers surveyed reported promotional opportunities to positions such as Office Manager, Customer Service Manager, Administrative Assistant, Secretary, Payroll Clerk or Account Clerk.

**Employees In This Occuapation:** 

Female: 100% Male: 0%

Principle Employing Industries:	SIC
1. Elementary and Secondary Schools	8211
2. Individual and Family Social Services	8322
3. Executive and Legislative Social Services	9131

#### **DOT Code and Title**

Clerk, General	209.562-010
Administrative Clerk	219.362-010
Unit Clerk	245.362-014

#### CA Occupational Guide #s

Clerks, General Office #295

# Heating, Air Conditioning and Refrigeration Mechanics and Installers OES Code 859020 (1998)

# Description

Heating, Air Conditioning and Refrigeration Mechanics and Installers repair and install heating, air conditioning and refrigeration systems. Their duties may include installation and repair of oil burners, hot air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems.

Alternate titles reported by employers for this occupation include Service Technicians, Installers, Building Maintenance Mechanic.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation =Small (113 jobs)

Approximate Growth Rate = 30% Much FasterThan Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	100	130	30	20	50

Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

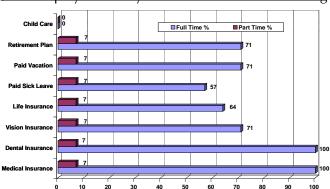
# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	40%	13%
Usually	33%	27%
Sometimes	20%	40%
Never	7%	20%

Typical Length of Work Experience required ranges between 9-60 months

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Ability to use hand tools, operate circuit test equipment and read wiring diagrams. Posssession of sheet metal working, soldering and problem solving skills.

<u>Physical</u>: Ability to work in cramped confined spaces, kneel for extended periods of time and lift at least 50 pounds.

<u>Personal</u>: Willingness to work nights, weekends and holidays. Ability to work independently and possession of good DMV driving record.

# Supply and Demand Assessment

Experienced: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

<u>Inexperienced:</u> Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

Projections of Employment 1995-2002, EDD/LMID

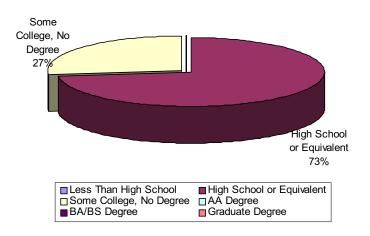
# Heating, Air Conditioning and Refrigeration Mechanics and Installers OES Code 859020 (1998)

# Computer Skills Desired

Many employers surveyed responding to this question seek employees with data base and other computer slills such as using handheld computers.

#### Education

Survey reported educational levels for recent hires:



# Wages

Non-Union	Low	High	Median
New Hire, No Experience	8.00	16.97	9.00
New Hire w/ Experience	11.00	20.00	14.50
Experienced, 3 yrs w/ firm	14.00	30.00	16.00

Union	Low	High	Median
New Hire, No Experience	8.00	12.76	10.00
New Hire w/ Experience	14.00	32.84	15.42
Experienced, 3 yrs w/ firm	19.97	40.00	27.00

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	36
Newspaper Ads	43
Private Employment Agencies	7
In House Promotion	29
Union Hall Referrals	21
Other	14
EDD	14

#### Other Information

Hours: All employers offer full-time work, averaging 40 hours per week.

<u>Promotional Opportunities</u>: Almost all employers surveyed reported promotional opportunities to positions such as Supervisor, Foreman, Technical Manager or Building Equipment Supervisor.

Employees In This Occupation: Female: 2% Male: 98%

Principle Employing Industries:	SIC
1. Department Stores	5311
2. Plumbing, Heating and Air Conditioning	1711
3. Refrigerated Warehousing and Storage	4222

#### **DOT Code and Title**

Furnace Installer	862.361-010
Heating and Air Conditioning Installer-	
Servicer	637.261-041
Refrigeration Mechanic	862.361-010

#### CA Occupational Guide #s

Heating, Air Conditioning and Refrigeration
Mechanic #268

# Hotel Desk Clerks

OES Code 538080 (1998)

# Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confiming reservations and presenting statements to and collecting payments from departing guests.

Alternate titles reported by employers for this occupation include, Front Desk Clerk, Reservation Clerk and Innkeeper.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (114 jobs)

Approximate Growth Rate = 9 % Slower Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	110	120	10	40	50

Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

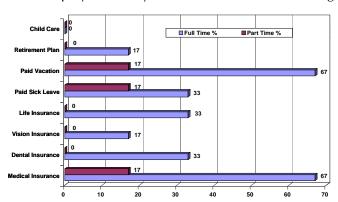
# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	0%	33%
Usually	27%	33%
Sometimes	27%	27%
Never	47%	7%

Typical Length of Work Experience required ranges between 2-12 months

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Ability to follow billing procedures and write effectively. Possession of record keeping and cash handling skills.

<u>Physical:</u> Ability to stand continuously for two hours or more.

<u>Personal</u>: Ability to work under pressure and work independently. Willingness to work nights, weekends and holidays. Possess good grooming and plublic contact skills.

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# Hotel Desk Clerks

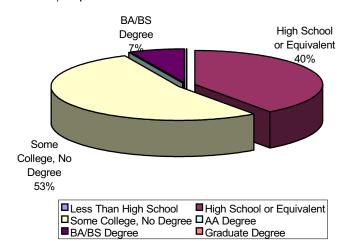
OES Code 538080 (1998)

# Computer Skills Desired

Many of the employers surveyed reponding to this survey seek employees with wordprocessing skills and other skills, such as Hotel Programs and Choice Computer Line. Few also prefer spreedsheet and data base familiarity.

#### Education

Survey reported educational levels for recent hires:



# Wages

Non-Union	Low	High	Median
New Hire, No Experience	5.75	8.75	7.00
New Hire w/ Experience	5.75	10.00	7.25
Experienced, 3 yrs w/ firm	6.00	12.00	9.00

Union	Low	High	Median
New Hire, No Experience	6.33	8.98	7.66
New Hire w/ Experience	6.33	8.98	7.66
Experienced, 3 yrs w/ firm	6.33	9.50	7.92

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	33
Newspaper Ads	87
Private Employment Agencies	7
Unsolicited Applicants	7
In House Promotion	13
Public School Referrals	7
Other	40

#### Other Information

<u>Hours:</u> Most employers offer full-time work, averaging 41 hours per week. Most employers offer part-time work, averaging 22 hours per week. Few employers offer temporary/on-call work, averaging 20 hours per week. Few employers offer seasonal work, averaging 30 hours per week.

Promotional Opportunities: Most employers surveyed reported promotional opportunities to positions such as Supervisor, Assistant Manager, Manager, Personnel Manager or Marketing positions.

Employees In This Occuapation: Female: 76% Male: 24%

Principle Employing Industries:	SIC
1.Hotels and Motels	7011

**DOT Code and Title** 

Hotel Clerk 238.367-038

CA Occupational Guide #s

Hotel Desk Clerks #70

# **Industrial Truck and Tractor Operators**

OES Code 979470 (1998)

# Description

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site.

Alternate titles reported by employers for this occupation include Fork Lift Operator, Fork Lift Driver, Machine Operator, Warehouse Person, Industrial Truck and Tractor Operator.

# Wages

Non-Union	Low	High	Median
New Hire, No Experience	6.00	16.97	7.50
New Hire w/ Experience	6.50	16.97	11.00
Experienced, 3 yrs w/ firm	8.00	17.12	12.25

Union	Low	High	Median
New Hire, No Experience	8.84	8.84	8.84
New Hire w/ Experience	8.84	9.00	8.92
Experienced, 3 yrs w/ firm	8.84	11.00	9.92

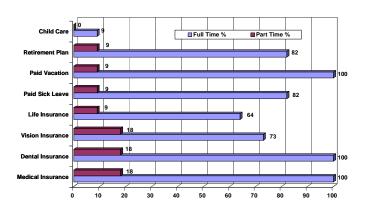
# Supply and Demand Assessment

<u>Experienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Ability to implement safe work practices. Possession of valid driver's license and forklift certificate.

<u>Physical</u>: Ability to perform strenuous, physically demanding work, pass pre-employment physical exam and drug test.

<u>Personal:</u> Willingness to work with close supervision. Ability to do shift work and interact well with others.

### **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (303 jobs)

Approximate Growth Rate = 10.3% Slower Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	290	320	30	40	70

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1995-2002, EDD/LMID

# **Industrial Truck and Tractor Operators**

OES Code 979470 (1998)

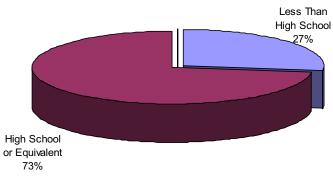
# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	20%	40%
Usually	20%	27%
Sometimes	0%	7%
Never	60%	27%

Typical Length of Work Experience required ranges between 6-24 months

#### Education

Survey reported educational levels for recent hires:



Less Than High School	■ High School or Equivalent
☐ Some College, No Degree	□ AA Degree
■BA/BS Degree	■ Graduate Degree

### Recruitment Methods

<u>%</u>
33
20
27
13
33
7
7
7
27

# Computer Skills Desired

All employers surveyed responding to this question seek employees with word processing skills.

#### Other Information

Hours: Almost all employers offer full-time work, averaging 40 hours per week. Few employers offer part-time work, averaging 22 hours per week. Few employers offer temporay/on-call work, averaging 40 hours a week. Some employers offer seasonal work, averaging 47 hours per week.

Promotional Opportunities: Almost all employers surveyed reported promotional opportunities to positions such as Senior Warehouse Worker, Leadworker, Materials Manager or Floor Supervisor.

Employees In This Occupation:

Female: 7% Males: 93%

Principle Employing Industries:	SIC
1. Candy and Other Confectionery Prod	ucts 2064
2. Department Stores	5311
3. Frozen Fruits, Fruit Juices and Vegetab	les 2037
4. Help Supply Services	7363
5. Saw Mills and Planing Mills	2421
Industrial-Truck Operator	921.683-042 921.683-050 929.683-014
CA Occupational Guide #s Forklift Operator	#190

# Licensed Vocational Nurses

OES Code 325050 (1998)

# Description

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums and similiar institutions.

Alternate titles reported by employers for this occupation include Dispensing Nurse, Treatment Nurse, or Charge Nurse.

# Qualifications

<u>Technical</u>: Ability to administer medications, explain to families self-care techniques, take vital signs and write effectively.

<u>Physical</u>: Possession of emotional stability and physical stamina. Ability to lift at least 50 pounds repeatedly.

<u>Personal</u>: Willingness to work nights, weekends and holidays. Have an understanding of a variety of cultures and have a caring and sympathetic attitude. Ability to work with difficult individuals, work under pressure and in crisis situations.

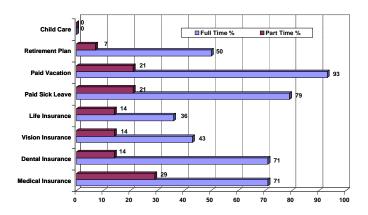
# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	38%	38%
Usually	6%	6%
Sometimes	25%	25%
Never	31%	31%

Typical Length of Work Experience required ranges between 6-24 months

### **Benefits**

% of employers surveyed who offered the following:



# **Employment Trends**

Occupational Forecast\*

Current size of occupation = Large (353 jobs)

Approximate Growth Rate = 8.8% Slower Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	340	370	30	50	80

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# Licensed Vocational Nurses

OES Code 325050 (1998)

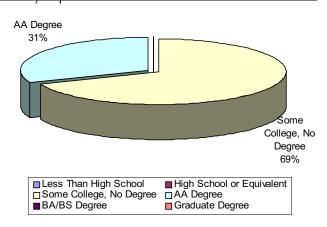
# Wages

Non-Union	Low	High	Median
New Hire, No Experience	11.00	16.00	13.13
New Hire w/ Experience	12.00	17.00	14.25
Experienced, 3 yrs w/ firm	12.75	18.37	16.30

Union	Low	High	Median
New Hire, No Experience	12.72	14.81	13.77
New Hire w/ Experience	12.72	16.65	14.69
Experienced, 3 yrs w/ firm	15.86	18.52	17.19

#### Education

Survey reported educational levels for recent hires:



# Computer Skills Desired

All employers surveyed responding to this question seek employees with word processing skills.

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	31
Newspaper Ads	88
Unsolicited Applicants	44
In House Promotion	19
Public School Referrals	38
Private School Referrals	6
Other	38
EDD	6

#### Other Information

Hours: Many employers offer work on a full-time basis, averaging 40 per week. Many employers offer work on a part-time basis, averaging 23 hours per week. Few employers offer temporary work, averaging 22 hours a week.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Administrator, Staff Developer or Supervisor.

Employees In This Occupation: Female: 88% Male: 12%

Principle Employing Industries:	SIC
1. General Medical And Surgical Hospitals	8062
2. Home Health Care Services	8082
3. Nursing and Personal Care Facilities	8059
4. Office and Clinics of Doctors of Medicine	8011
5. Skilled Nursing Home Facilities	8051

#### **DOT Code and Title**

Licensed Practical Nurse	079.374-014
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#### CA Occupational Guide #s

Licensed Practical Nurse #313

# Maintenance Repairers-General Utility

OES Code 851320 (1998)

# Description

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out the work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors or stairs.

Alternate titles reported by employers for this occupation include Maintenance Technicians, Maintenance Workers and Facilities Maintenance Mechanic.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (839 jobs)

Approximate Growth Rate = 11.3% Slower Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	800	890	90	120	210

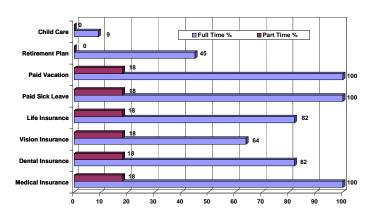
Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Ability to implement safe work practices. Ability to operate power hand tools, precision measuring instruments and use service manuals.

Physical: Good hand-eye coordination and ability to stand continuously for 2 or more hours and lift at least 50 pounds.

<u>Personal:</u> Possession of mechanical aptitude and able to make decisions.

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	27%	13%
Usually	53%	13%
Sometimes	20%	67%
Never	0%	7%

Typical Length of Work Experience required ranges between 6-60 months

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# Maintenance Repairers-General Utility

OES Code 851320 (1998)

# Computer Skills Desired

Many employers surveyed responding to this question seek employees with word processing skills, while some desired spreadsheet skills as well. Some also seek familiarity with E-mail.

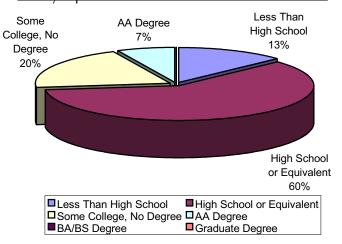
# Wages

Non-Union	Low	High	Median
New Hire, No Experience	5.75	9.00	7.75
New Hire w/ Experience	7.00	12.50	9.56
Experienced, 3 yrs w/ firm	9.00	16.00	13.75

Union	Low	High	Median
New Hire, No Experience	9.94	9.94	9.94
New Hire w/ Experience	11.00	15.53	13.27
Experienced, 3 yrs w/ firm	11.84	17.00	14.42

# Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	71
Newspaper Ads	86
Private Employment Agencies	7
Unsolicited Applicants	7
In House Promotion	36
Public School Referrals	7
EDD	29

#### Other Information

<u>Hours:</u> Almost all employers offer work on a full-time basis, averaging 40 hours a week. Some employers offer work on a part-time basis, averaging 21 hours per week.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Maintenance Supervisor, Facilities Manager, Assistant Manager or Maintenance and Grounds Foreperson.

Employees In This Occupation:

Female: 3% Males: 97%

Principle Employing Industries:	SIC
1 Hotels and Motels	7011

#### **DOT Code and Title**

Maintenance Repairer, Industrial	899.261-014
Maintenance Repairer, Building	8999.381-010

#### CA Occupational Guide #s

Maintenance Mechanic #136

# **Nurses Aides**

OES Code 660080 (1998)

# Description

Nurses Aides work under the direction of nursing or medical staff to provide auxillary services in the care of patients. They perfom duties such as answering patients' call bells, serving and collecting food trays, and feeding patients.

Alternate titles reported by employers for this occupation include Assistants, Attendants or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment and relieving nurses of heavier work.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (1,041 jobs)

Approximate Growth Rate = 12% Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	990	1110	120	110	230

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

# Qualifications

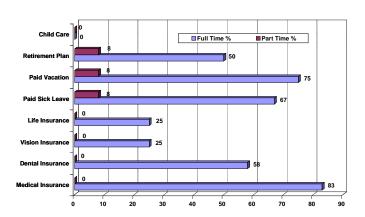
<u>Technical</u>: Ability to provide personal services to patients, read labels and insructions, take vital signs and perform CPR. Possession of Nurses Aide Certificate.

<u>Physical</u>: Ability to climb ladders and lift at least 50 pounds repeatedly.

<u>Personal</u>: Understanding of a variety of cultures, willingness to work nights, weekends and holidays. Ability to interact well with others.

#### **Benefits**

% of employers surveyed who offered the following:



### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	40
Newspaper Ads	80
Unsolicited Applicants	20
In House Promotion	13
Public School Referrals	40
Other	40

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	13%	80%
Usually	7%	7%
Sometimes	20%	0%
Never	60%	13%

Typical Length of Work Experience required ranges between 6-12 months

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# **Nurses Aides**

OES Code 660080 (1998)

# Wages

Non-Union	Low	High	Median
New Hire, No Experience	5.75	11.56	6.98
New Hire w/ Experience	6.00	11.62	7.20
Experienced, 3 yrs w/ firm	6.25	16.18	7.50

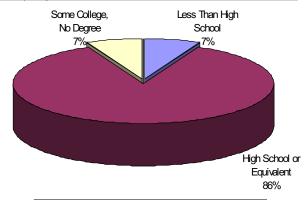
Union	Low	High	Median
New Hire, No Experience	7.00	9.63	8.32
New Hire w/ Experience	7.00	11.00	9.00
Experienced, 3 yrs w/ firm	9.00	14.88	11.94

# Computer Skills Desired

One employer surveyed desired employees with word processing skills.

### Education

Survey reported educational levels for recent hires:



□ Less Than High School
□ Some College, No Degree
□ BA/BS Degree
□ Graduate Degree

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### Other Information

Hours: Almost all employers offer work on a full-time basis, averaging 40 hours per week. Most employers offer part-time work, averaging 19 hours per week. Some employers offer temporary/on-call work, averaging 18 hours per week.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Home Health Aide, Activities Director, Receptionist or Restorative Aide.

Employees In This Occupation: Female: 88% Male: 12%

Principle Employing Industries:	
1. General Medical and Surgical Hospitals	8062
2. Skilled Nursing Care Facilities	8051
3. Residential Care	8361
4. Home Health Care Services	8082
5. Specialty Hospitals	8069

#### **DOT Code and Title**

Practical Nurse	354.374-010
Nurse Assistant	355.674-014
Orderly	355.674-018

#### CA Occupational Guide #s

Nurses Aides/ Nursing Assistants #442

# **Residential Counselors**

OES Code 273070 (1998)

# Description

Residential counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, childrens' homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs and furnishings.

Alternate titles reported by employers for this occupation include Behavior Technicians, House Parent, Counselors, Caregivers, Program Counselors and Aides.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (143jobs)

Approximate Growth Rate = 23% Much Faster Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	130	160	30	20	50

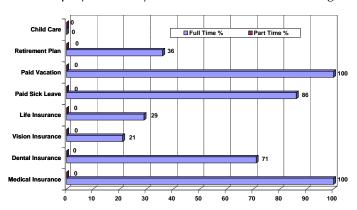
Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Ability to deal effectively with difficult individuals, set boundaries, be assertive and plan and organize the activities of others. Able to apply listening, problem solving and recordkeeping skills. Able to write effectively.

<u>Personal:</u> Willingness to work with close supervision and/or independently.

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	13%	31%
Usually	25%	31%
Sometimes	50%	31%
Never	13%	6%

Typical Length of Work Experience required ranges between 3-36 months

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# Residential Counselors

OES Code 273070 (1998)

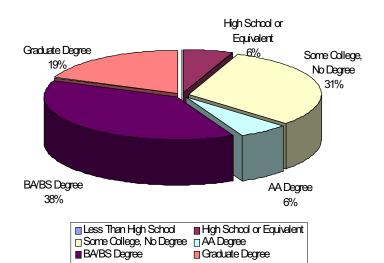
# Wages

Experience	Low	High	Median
New Hire, No Experience	5.75	23.00	7.00
New Hire w/ Experience	6.00	23.00	8.00
Experienced, 3 yrs w/ firm	7.19	25.00	9.25

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



# Computer Skills Desired

All employers surveyed responding to this question seek employees with word processing skills, while some seek employees with personal computer skills.

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	31
Newspaper Ads	81
Unsolicited Applicants	13
In House Promotion	13
Public School Referrals	6
Other	50
EDD	13

### Other Information

Hours: Almost all employers offer work on a full-time basis, averaging 40 hours per week. Many employers offer part-time work, averaging 28 hours per week. Few employers offer temporary/on-call work, averaging 29 hours per week. Few employers offer seasonal work, averaging 8 hours per week.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Program Manager, Program Director, Executive Director or Clinician.

Employees In This Occupation:

Female: 62% Males: 38%

Principle Employing Industries:	SIC
1. Civic, Social and Fraternal Associations	8641
2. Individual and Family Social Services	8322
3. Residential Care	8361

DOT Code and Title

Residence Supervisor 187.167-186

CA Occupational Guide #s

Counselors, Rehabilitation and School #429

# Secretaries - Except Legal and Medical OES Code 551080 (1998)

# Description

Secretaries, except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail and filing correspondence and other records. They may perform various other assigned clerical duties.

Alternate titles reported by employers for this occupation include Administrative Assistant, Executive Secretary, Office Assistant and Office Manager.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (1650 jobs)

Approximate Growth Rate = 8% Slower Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	1590	1730	140	200	340

Small= less than 136 jobs, Medium = 136-272, Large = 273-589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

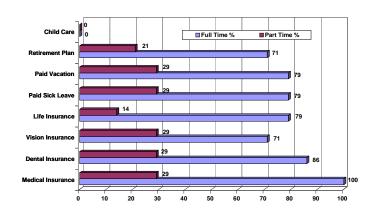
# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	56%	0%
Usually	38%	19%
Sometimes	6%	50%
Never	0%	31%

Typical Length of Work Experience required ranges between 6-48 months

#### **Benefits**

% of employers surveyed who offered the following:



# Supply and Demand Assessment

Experienced and Inexperienced: Worker supply is somewhat greater than for qualified applicants. Applicants may experience competition in job seeking.

# Qualifications

<u>Technical</u>: Ability to use word processing software, prepare business correspondence and write effectively. Possession of proofreading, record keeping and telephone answering skills.

<u>Physical</u>: Ability to sit continuously for two hours or more.

<u>Personal</u>: Ability to work independently and make decisions. Good public contact and interpersonal skills.

<sup>\*</sup>Projections of Employment 1995-2002, EDD/LMID

# Secretaries - Except Legal and Medical

OES Code 551080 (1998)

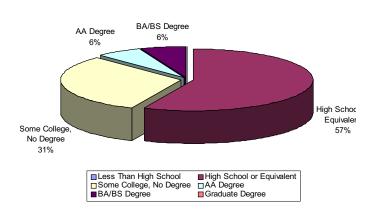
# Wage

Non-Union	Low	High	Median
New Hire, No Experience	6.00	11.39	8.88
New Hire w/ Experience	8.00	15.92	11.00
Experienced, 3 yrs w/ firm	10.00	16.81	12.00

Union	Low	High	Median
New Hire, No Experience	6.90	9.75	8.33
New Hire w/ Experience	6.90	14.10	11.30
Experienced, 3 yrs w/ firm	12.08	15.60	13.81

### Education

Survey reported educational levels for recent hires:



# Computer Skills Desired

All employers surveyed responding to this question seek employees with word processing skills. Many seek spreadsheet skills and some seek data base and desktop publishing skills.

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	25
Newspaper Ads	81
Private Employment Agencies	13
In House Promotion	31
Public School Referrals	6
Other	31
EDD	19

### Other Information

Hours: Almost all employers offer work on a full-time basis, averaging 40 hours per week. Many employers offer work on a part-time basis, averaging 21 hours per week. Few employers offer temporary/on-call work, averaging 25 hours per week.

Promotional Opportunities: Most employers surveyed reported promotional opportunities to positions such as Administrative Assistant, Office Supervisor, Coordinator Analyst or Sales Representative.

Employees In This Occupation: Female: 97% Male: 3%

Principle Employing Industries:	SIC
1. Elementary and Secondary Schools	8211
2. Semiconductors and Related Devices	3674
3. Religious Organizations	8661
4. Government	9131/9199
5. Newspapers	2711

#### **DOT Code and Title**

Secretary 201.362-030

#### CA Occupational Guide #s

Secretaries #128

# Social Workers - Except Medical and Psychiatric OES Code 273050 (1998)

# Description

Social Workers, except Medical and Psychiatric, counsel and aid individuals and families requiring social service assistance.

Alternate titles reported by employers for this occupation include Crisis Intervention Specialist, Advocates, Clinician, Family Therapist and Counselor.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (281 jobs)

Approximate Growth Rate = 19% Faster Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	260	310	50	40	90

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1995-2002, EDD/LMID

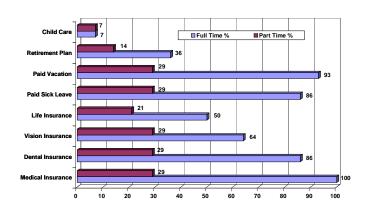
# Wages

Non-Union	Low	High	Median
New Hire, No Experience	9.00	18.00	12.69
New Hire w/ Experience	9.00	19.68	13.96
Experienced, 3 yrs w/ firm	11.00	23.01	15.54

Union	Low	High	Median
New Hire, No Experience	9.63	12.17	10.90
New Hire w/ Experience	9.63	14.06	11.84
Experienced, 3 yrs w/ firm	10.00	15.49	12.75

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Knowledge of Familiy Social Work and protective services for adults and children. Possess problem solving, record keeping and verbal presentation skills.

<u>Personal</u>: Ability to work independently and under pressure. Able to apply complex rules and regulations and handle crisis situations. Have an understanding of a variety of cultures.

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	60%	7%
Usually	33%	13%
Sometimes	0%	53%
Never	7%	27%

Typical Length of Work Experience required ranges between 6-24 months

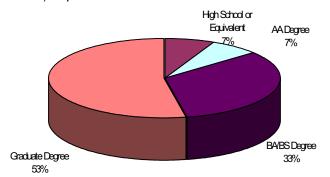
# Social Workers - Except Medical and Psychiatric OES Code 273050 (1998)

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### Education

Survey reported educational levels for recent hires:



□ Less Than High School □ High School or Equivalent
□ Some College, No Degree □ AA Degree
■ BABS Degree □ Graduate Degree

### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	33
Newspaper Ads	93
Private Employment Agencies	7
Unsolicited Applicants	7
In House Promotion	27
Public School Referrals	27
Private School Referrals	7
Other	40
EDD	7

# Computer Skills Desired

All employers surveyed responding to this question seek employees with word processing skills. Some seek employees with database skills while few seek employees with spreadsheet and desktop publishing skills.

#### Other Information

Hours: Most employers offer work on a full-time basis, averaging 41 hours per week. Many employers offer work on a part-time basis, averaging 22 hours per week. Few employers offer temporary/on-call work, averaging 27 hours per week.

Promotional Opportunities: Almost all employers surveyed reported promotional opportunities to positions such as Program Director, Program Administrator, Clinical Program Director or Social W ork Supervisor.

Employees In This Occupation:

Female: 83% Males: 17%

SIC
8322
8361
8049
8051
8093

#### **DOT Code and Title**

Social Workers

Caseworker	195.107-022
Social Group Worker	195.107-022
Case Worker, Child Welfare	195.107-014
Case Worker, Family	195.107-018
Social Worker, School	195.107-038
CA Occupational Guide #s	

10 500/ 5

#122

# Teachers - Preschool

OES Code 313030 (1998)

# Description

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical and intellectual growth needed for primary school in preschool, day care center or other child development facility. May be required to hold a State certification.

Alternate titles reported by employers for this occupation include Head Teacher, Teachers Aide and Infant/Toddler Teacher.

# Qualifications

<u>Technical</u>: Ability to assess cognitive, language, social and motor skills. Possess problem solving, classroom management and oral reading skills. Have knowledge of early childhood development.

<u>Physical:</u> Ability to stand and/or sit continuously for 2 or more hours.

<u>Personal</u>: Ability to exercise patience, work independently and under pressure.

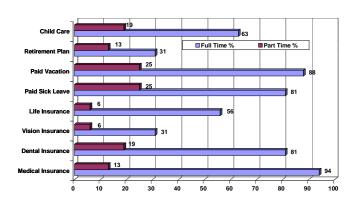
Training	and	Experience

	Work Experience Required	Training as Substitute for Experience
Always	56%	13%
Usually	38%	19%
Sometimes	6%	38%
Never	0%	31%

Typical Length of Work Experience required ranges between 6-60 months

#### **Benefits**

% of employers surveyed who offered the following:



# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (409 jobs)

Approximate Growth Rate = 24% Much Faster Than Average

	1995	2002	Growth	Separations	Total Openings
No. of jobs	370	460	90	50	140

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1995-2002, EDD/LMID

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

# Teachers - Preschool

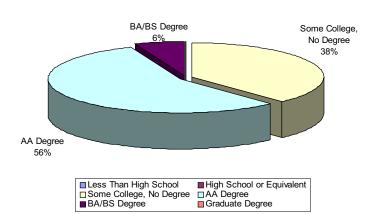
OES Code 313030 (1998)

# Computer Skills Desired

Most employers surveyed responding to this question seek employees with word processing skills. Some seek other computer skills such as computer drawing programs and children's programs.

#### Education

Survey reported educational levels for recent hires:



### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	44
Newspaper Ads	100
Unsolicited Applicants	25
In House Promotion	31
Public School Referrals	50
Private School Referrals	6
Union Hall Referrals	6
Other	50
EDD	19

# Wages

Experience	Low	High	Median
New Hire, No Experience	6.00	11.81	7.17
New Hire w/ Experience	7.00	13.12	8.13
Experienced, 3 yrs w/ firm	8.25	15.14	9.84

Union Affiliation is Negligible or Non-Existent

#### Other Information

Hours: Most employers offer work on a full-time basis, averaging 38 hours per week. Many employers offer part-time work, averaging 26 hours a week. Few employers offer temporary/on-call work, averaging 20 hours a week.

<u>Promotional Opportunities:</u> Almost all employers surveyed reported promotional opportunities to positions such as Head Teacher or Assistant Director.

Employees In This Occupation: Females: 97% Males 3%

Principle Employing Industries:	SIC
1. Child Day Care Services	8351
2. Elementary and Secondary Schools	8211

#### **DOT Code and Title**

Teacher, Preschool 092.227-018

#### CA Occupational Guide #s

Teachers - Preschool #275

# Truck Drivers - Heavy or Tractor Trailer

OES Code 971020 (1998)

### Description

Heavy or Tractor Trailer Truck Drivers drive tractor - trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, live-stock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

Alternate titles reported by employers for this occupation include Movers, Big Rig Truck Drivers and Truckmen.

# Qualifications

<u>Technical</u>: Ability to load and unload freight, read invoices, analyze data and solve problems. Possess record keeping and map reading skills.

<u>Physical</u>: Ability to pass preemployment medical examination. Ability to lift at least 75 pounds repeatedly.

<u>Personal</u>: Possession of valid drivers license and good driving record.

### **Employment Trends**

Occupational Forecast\*

Current size of occupation = Very Large (659 jobs)

Approximate Growth Rate = 14.5% Faster Than Average

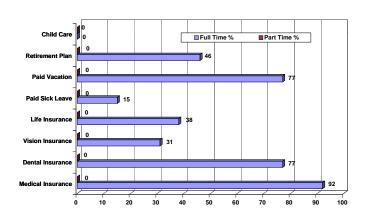
	1995	2002	Growth	Separations	Total Openings
No. of jobs	620	710	90	70	160

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1995-2002, EDD/LMID

#### **Benefits**

% of employers surveyed who offered the following:



# Wage

Non-Union	Low	High	Median
New Hire, No Experience	5.75	12.50	10.00
New Hire w/ Experience	5.75	15.82	12.00
Experienced, 3 yrs w/ firm	8.63	17.74	13.00

Union	Low	High	Median
New Hire, No Experience	11.99	15.00	13.49
New Hire w/ Experience	17.00	19.18	18.09
Experienced, 3 yrs w/ firm	19.00	23.97	21.49

# Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

# Truck Drivers - Heavy or Tractor Trailer

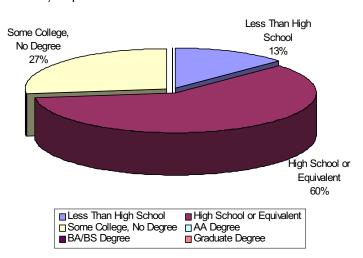
OES Code 971020 (1998)

# Supply and Demand Assessment

Experienced and Inexperienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

#### **Education**

Survey reported educational levels for recent hires:



### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	40
Newspaper Ads	60
Unsolicited Applicants	33
In House Promotion	20
Public School Referrals	20
Private School Referrals	7
Other	27
EDD	13

### Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	40%	20%
Usually	33%	20%
Sometimes	13%	20%
Never	13%	40%

Typical Length of Work Experience required ranges between 2-36 months

#### Other Information

Hours: Almost all employers offer work on full-time basis, averaging 52 hours a week. Some employers offer work on a part-time basis, averaging 29 hours per week. Some employers offer seasonal work, averaging 40 hours per week.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Dispatcher, Mechanic, Office Manager or Supervisor.

Employees In This Occupation:

Female: 5% Male: 95%

Principle Employing Industries:	SIC
1. Local Trucking Without Storage	4212
2. Trucking, Except Local	4213
3. Automotive Services, Except Repair	7549
4. Fresh Fruits and Vegetables	5148
5. Ready-Mixed Concrete	3273

#### **DOT Code and Title**

Truck Driver, Heavy	905.663-014
Tractor-Trailer Truck Driver	904.383-010

#### CA Occupational Guide #s

Truck Drivers, Heavy	#255
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# Waiters and Waitresses

OES Code 650080 (1998)

# Description

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counter as well as at tables.

Alternate titles reported by employers for this occupation include Wait Persons, Servers, Food Servers and Floor Personnel.

# Qualifications

<u>Technical</u>: Ability to handle cash and operate a cash register. Ability to understad foreign accents and have good telephone skills. Able to organize and plan work and the work of others.

<u>Physical:</u> Ablity to stand continuously for 2 or more hours and lift at least 10 pounds.

<u>Personal:</u> Willingness to work nights, weekends and holidays. Possess good grooming, public contact and customer service skills.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (1610 jobs)

Approximate Growth Rate = 18.8% Faster Than Average

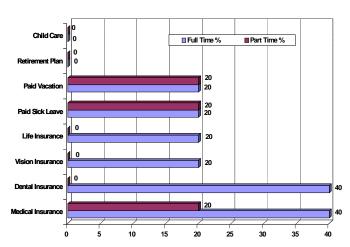
	1995	2002	Growth	Separations	Total Openings
No. of jobs	1490	1770	280	560	840

Small= less than 136 jobs, Medium = 136- 272, Large = 273- 589, Very Large = 590+ Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1995-2002, EDD/LMID

#### **Benefits**

% of employers surveyed who offered the following:



# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	27%	33%
Usually	33%	20%
Sometimes	13%	33%
Never	27%	13%

Typical Length of Work Experience required ranges between 6-48 months

# Supply and Demand Assessment

<u>Experienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may find it somewhat difficult to find qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

# Waiters and Waitresses

OES Code 650080 (1998)

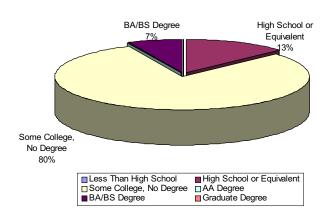
# Wages

Experience	Low	High	Median
New Hire, No Experience	5.75	14.75	5.75
New Hire w/ Experience	5.75	27.49	13.25
Experienced, 3 yrs w/ firm	5.75	49.23	15.75

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



# Computer Skills Desired

All employers surveyed responding to this question seek employees with some type of computer skills, for example, in-house computer systems.

#### Recruitment Methods

<u>Туре</u>	<u>%</u>
Employee Referrals	47
Newspaper Ads	33
Unsolicited Applicants	33
In House Promotion	7
Public School Referrals	7
Other	20

#### Other Information

Hours: Many employers offer work on a full-time basis, averaging 37 hours per week. Almost all employers offer work on a part-time basis, averaging 24 hours per week. Some employers offer seasonal work, averaging 31 hours per week.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Shift Leader, Assistant Manager, Supervisor, Bartender or Manager.

Employees In This Occupation: Female: 52% Male: 48%

Principle Employing Industries:	SIC
1. Eating Places	5812

**DOT Code and Title** 

Waiters/Waitresses 350.677-030

CA Occupational Guide #s

Waiters and Waitresses #42

# **Accountants and Auditors**

OES Code 211140 (1997)

### Description

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Alternate titles reported by employers for this occupation include Administrator, CPA, Chief Financial Officer, Controller, Operations Manager and Tax Preparer.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (491 jobs)

Approximate Growth Rate = 20.5% Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	440	530	90	50	140

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277 Separations = No. of current positions that open due to promotions, retirement, etc.

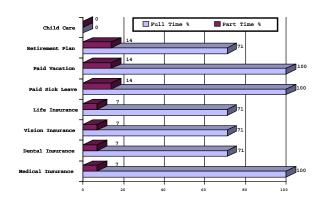
# Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



# Computer Skills Desired

Almost all employers surveyed responding to this question seek employees with spreadsheet skills. Most seek word processing knowledge, many seek database skills, while some desire desktop publishing familiarity. Few also prefer other program knowledge such as Tax Preparation and Accounting software

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	67%	0%
Usually	20%	20%
Sometimes	13%	60%
Never	0%	20%

Typical Length of Work Experience required ranges between 12-60 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Accountants and Auditors

OES Code 211140 (1997)

### Wages

Experience	Low	High	Median
New Hire, No Experience	12.95	15.67	14.38
New Hire w/ Experience	12.00	28.77	15.34
Experienced, 3 yrs w/ firm	15.00	38.36	22.00

Union Affiliation is Negligible or Non-Existent

# Qualifications

<u>Technical</u>: Knowledge of business math skills, government, cost and tax accounting skills, financial an estate planning. Ability to write effectively, use accounting software, and conduct an audit. Possess problem solving and verbal presentation skills. Be bondable and a Certified Public Accountant.

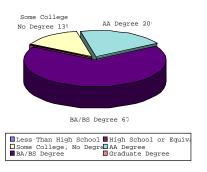
<u>Personal</u>: Willingness to work with close supervision and possession of customer service skills. Ability to work under pressure and independently.

### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	54
Newspaper Ads	92
Private Employment Agencies	31
Unsolicited Applicants	23
In House Promotion	31
Public School Referrals	15
Private School Referrals	O
Union Hall Referrals	O
Other	O
EDD	15

#### Education

Survey reported educational levels for recent hires:



### Other Information

Hours: Employers surveyed report that almost all employees work full-time with an average work week of 41 hours. Few also reported part time employees with an average work week of 17 hours.

Promotional Opportunities: Many employers surveyed reported promotional opportunities to positions such as Finance Director, Income Tax Specialist, or higher corporate office and accountant positions.

**Principle Employing Industries:** 

<ol> <li>Accounting, Auditing and Bookkeeping Services</li> </ol>	8721
2. Prepackaged Software Design, Development and Production Firms.	7372
DOT Code and Title	
Accountant Auditor	160.162-018 160.167-054
CA Occupational Guide #s	
Accountants and Auditors	#1

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

**SIC** 

# Amusement and Recreation Attendants

OES Code 680140 (1997)

# Description

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

Alternate titles reported by employers for this occupation include Activities Coordinator, Game or Ride Operators, Game Room or Athletic Director, Gymnastics Instructor, Proshop Attendant and Range Officer.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (529 jobs)

Approximate Growth Rate = 26.1% Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	460	580	120	150	270

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 300 Separations = No. of current positions that open due to promotions, retirement, etc.

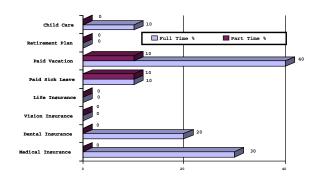
# Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Ability to make change and operate a cash register. Possession of a valid drivers license and telephone answering skills.

<u>Physical</u>: In good physical condition with the ability to stand for prolonged periods and to tolerate noise, dust and fumes.

<u>Personal</u>: Willingness to work with close supervision and ability to work independently. Public contact skills.

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	20%	40%
Usually	7%	13%
Sometimes	27%	40%
Never	47%	7%

Typical Length of Work Experience required ranges between 6-24 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Amusement and Recreation Attendants

OES Code 680140 (1997)

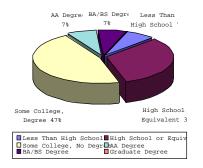
### Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	10.00	6.00
New Hire w/ Experience	5.15	13.00	8.00
Experienced, 3 yrs w/ firm	5.75	16.00	10.00

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	67
Newspaper Ads	47
Private Employment Agencies	O
Unsolicited Applicants	27
In House Promotion	27
Public School Referrals	20
Private School Referrals	7
Union Hall Referrals	7
Other	7
EDD	7

# Computer Skills Desired

Some employers surveyed responding to this question seek employees with word processing skills. Few indicated they seek familiarity with spreadsheet, database, desktop publishing and/or other programs such as quickbooks or task specific software.

#### Other Information

Hours: Employers surveyed report that most employees work part-time with an average work week of 17 hours. Many indicated employing seasonal workers averaging 22 hours per week. Some also reported full-time employees with an average work week of 38 hours.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Lead Ride or Game Operator, Program Director, and various managerial and next level of job class positions.

Principle Employing Industries:	<u>SIC</u>
1. Amusement Parks	7996
2. Amusement and Recreation Services	7999
3. Bowling Centers	7933
4. Membership, Sports and Recreation Clubs	7997
5. Physical Fitness Facilities	7991
6. Public Golf Courses	7992
DOT Code and Title	
Recreation Aide Amusement Park Worker	195.367-030 349.664-010
CA Occupational Guide #s	
Recreation Workers	#357

# Animal Caretakers-Except Farm

OES Code 790170 (1997)

# Description

Animal Caretakers feed, water, groom, exercise, or otherwise care for small or large animals, fish, or birds in zoos, circuses, pounds, laboratories, animal hospitals, aquariums, kennels, or stables. They clean and repair cages, pens, or fish tanks. They administer tests to experimental animals or give treatments to sick or injured animals, and keep records of feedings, tests, and treatments, and of animals received and discharged.

Alternate titles reported by employers for this occupation include Kennel Assistant and Veterinary Assistant or Technician.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (97 jobs)

Approximate Growth Rate = 37.5% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	80	110	30	10	40

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 200 Separations = No. of current positions that open due to promotions, retirement, etc.

# Supply and Demand Assessment

<u>Experienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	50
Newspaper Ads	94
Private Employment Agencies	0
Unsolicited Applicants	19
In House Promotion	19
Public School Referrals	25
Private School Referrals	13
Union Hall Referrals	0
Other	0
EDD	0

# Qualifications

<u>Technical</u>: Completion of courses in biological sciences. Ability to administer injections, apply sterilization techniques and write effectively. Possession of record keeping skills.

Physical: Ability to lift at least 50 lbs. repeatedly

<u>Personal</u>: Willingness to work with close supervision and ability to work independently. Possession of public contact skills.

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	6%	6%
Usually	50%	56%
Sometimes	25%	31%
Never	19%	6%

Typical Length of Work Experience required ranges between 4-12 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Animal Caretakers-Except Farm

OES Code 790170 (1997)

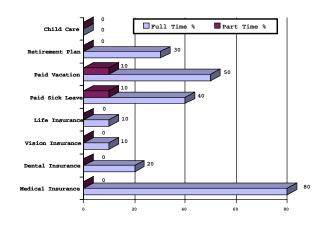
# Wages

Experience	low	high	median
New Hire, No Experience	5.15	8.00	6.00
New Hire w/ Experience	5.15	9.00	7.75
Experienced, 3 yrs w/ firm	5.50	11.00	9.50

Union Affiliation is Negligible or Non-Existent

#### **Benefits**

% of employers surveyed who offered the following:

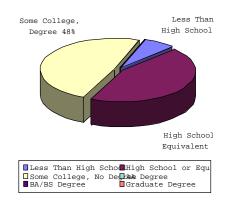


# Computer Skills Desired

Few employers surveyed responding to this question seek employees with computer skills related to specific animal clinic or in house programs.

#### Education

Survey reported educational levels for recent hires:



# Other Information

<u>Hours:</u> Employers surveyed report that most employees work part-time with an average work week of 23 hours. Many also reported full-time employees with an average work week of 39 hours.

Promotional Opportunities: Most employers surveyed reported promotional opportunities to positions such as Licensed Animal Health Technician and Lead or Supervisor Trainer.

Principle Employing Industries:	SIC
1. Veterinary Clinics and Hospitals	0742
2. Kennels	0752

#### **DOT Code and Title**

Animal Caretaker	410.674-010
Animal Keeper	412.674-010

#### CA Occupational Guide #s

Animal Health Technicians #402

# Assemblers-Electrical & Electronic Equipment-Precision OES Code 931140 (1997)

# Description

Assemblers of Electrical and Electronic Equipment-Precision assemble or modify prototypes or final assemblies of electrical or electronic equipment, such as missile control systems, radio and test equipment, computers, machine-tool numerical controls, radar, sonar, and telemetering systems, or appliances. Includes workers who primarily assemble electrical systems for machinery.

Alternate titles reported by employers for this occupation include Craftworker, Electronics Technician, Manufacturing Assistant and Production Manager.

### **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (201 jobs)

Approximate Growth Rate = 60% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	150	240	90	30	120

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

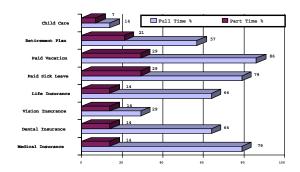
# Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Understanding and knowledge of electronic and electrical circuitry. Ability to read blue prints, schematics, use hand tools, and perform advanced mathematical computations. Possess electronic component and product assembly skills.

<u>Physical</u>: Possess good vision and color perception, with the ability to work rapidly, perform precision work and lift at least 50 lbs. repeatedly.

<u>Personal</u>: Willingness to work with close supervision and ability to work independently.

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	33%	7%
Usually	27%	20%
Sometimes	40%	53%
Never	0%	20%

Typical Length of Work Experience required ranges between 6-60 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

#### Assemblers-Electrical & Electronic Equipment-Precision OES Code 931140 (1997)

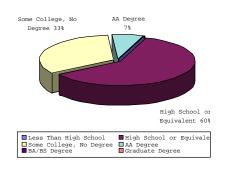
### Wages

Experience	Low	High	Median
New Hire, No Experience	5.75	11.51	8.00
New Hire w/ Experience	6.50	17.74	10.50
Experienced, 3 yrs w/ firm	9.00	20.00	13.50

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



# Recruitment Methods

Туре	<u>%</u>
Employee Referrals	67
Newspaper Ads	47
Private Employment Agencies	47
Unsolicited Applicants	0
In House Promotion	20
Public School Referrals	13
Private School Referrals	0
Union Hall Referrals	0
Other	13
EDD	13

### Computer Skills Desired

Some employers surveyed responding to this question seek employees with database and other program knowledge such as E-mail, Windows, Scheduler and Automation Test Equipment skills. Few also prefer word processing familiarity.

#### Other Information

Hours: Employers surveyed report that almost all employees work full-time with an average work week of 40 hours. Few also reported part time, temporary and/or seasonal employees with an average work week of 20-30 hours.

<u>Promotional Opportunities</u>: Almost all employers surveyed reported promotional opportunities to positions in the field of Supervision, Inspection, Purchasing, Testing, Design and higher Production Technician levels.

Principle Employing Industries:	SIC
1. Radio and Television Broadcasting	
and Communications Equipment	
Manufacturing	3663

2. Search, Detection, Navigation, Guidance, Aeronautical and Nautical Systems, Instruments and Equipment Manufacturing 3812

#### **DOT Code and Title**

Assembler

CA Occupational Guide #s	
Electronics Assemblers	#47
Electrical and Electronics	
Engineering Techs.	#60

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

722.381-010

# Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers OES Code 553380 (1997)

# Description

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

Alternate titles reported by employers for this occupation include AP/AR Clerk, Assistant Accounting Manager, Account Clerk Trainee, Billing, Settlement or Rate Clerk and Sales Auditor.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (1720 jobs)

Approximate Growth Rate = 8.5% Slower Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	1640	1780	140	220	360

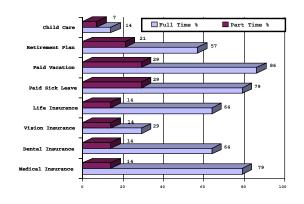
Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

# Supply and Demand Assessment

Experienced and Inexperienced: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



# Wages

Experience	low	high	median
New Hire, No Experience	5.75	10.86	8.63
New Hire w/ Experience	7.00	15.00	11.16
Experienced, 3 yrs w/ firm	8.00	17.00	12.50

Union Affiliation is Negligible or Non-Existent

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	29%	6%
Usually	35%	29%
Sometimes	35%	53%
Never	0%	12%

Typical Length of Work Experience required ranges between 12-60 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

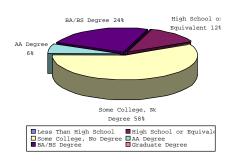
# Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers OES Code 553380 (1997)

# Computer Skills Desired

Almost all employers surveyed responding to this question seek employees with spreadsheet skills. Most seek word processing knowledge, while many desire data base understanding. Few also prefer other program knowledge such as American Contractor, desktop publishing and accounting software.

#### Education

Survey reported educational levels for recent hires:



### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	56
Newspaper Ads	75
Private Employment Agencies	13
Unsolicited Applicants	25
In House Promotion	50
Public School Referrals	6
Private School Referrals	0
Union Hall Referrals	0
Other	6
EDD	13

# Qualifications

<u>Technical</u>: Possess accounting, bookkeeping, payroll processing, and telephone answering skills. Ability to conduct an audit, operate a 10-key adding machine by touch, and write effectively. Bondable.

<u>Personal</u>: Willingness to work with close supervision and perform routine repetitive work. Ability to pay attention to detail and work independently with good public contact skills.

#### Other Information

<u>Hours</u>: Employers surveyed report that almost all employees work full-time with an average work week of 40 hours. Few also reported part time employees with an average work week of 15 hours.

<u>Promotional Opportunities</u>: Most employers surveyed reported promotional opportunities to positions such as Junior Accountant, Assistant Controller, Operations Manager, and Corporate Office or supervisor appointments.

Principle Employing Industries:	SIC
<ol> <li>Accounting, Auditing and Bookkeeping Services</li> </ol>	8721
2. Grocery Stores	5411
3. Hotels and Motels	7011
DOT Code and Title	
General-Ledger Bookkeeper Accounting Clerk Audit Clerk Bookkeepers	210.382-046 216.482-010 210.382-010 210.382-014
CA Occupational Guide #s	
Bookkeeping Accounting and Auditing	

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

Clerks

#26

# Cabinetmakers and Bench Carpenters

OES Code 893110 (1997)

# Description

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock.

Alternate titles reported by employers for this occupation include Journeyperson, Skilled Laborer, Shop Help and Assembler.

# **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (87 jobs)

Approximate Growth Rate: 42.9% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	70	100	30	10	40

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

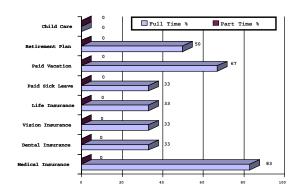
# Supply and Demand Assessment

<u>Experienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

#### **Benefits**

% of employers surveyed who offered the following:



# Qualifications

<u>Technical</u>: Knowledge of geometry, shop math, cost estimating, finish carpentry, and cabinet or furniture design skills. Ability to install formica, set up woodworking machines, read blueprints and working drawings.

Physical: Ability to lift at least 50 ibs. repeatedly.

<u>Personal</u>: Willingness to work with close supervision and ability to work independently.

# Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	63%	0%
Usually	19%	13%
Sometimes	13%	63%
Never	6%	25%

Typical Length of Work Experience required ranges between 12-60 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Cabinetmakers and Bench Carpenters

OES Code 893110 (1997)

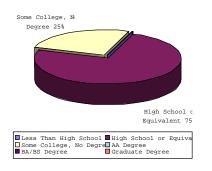
#### Wages

Experience	low	high	median
New Hire, No Experience	5.00	8.00	7.00
New Hire w/ Experience	8.00	16.00	11.00
Experienced, 3 yrs w/ firm	10.00	20.00	15.00

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Employee Referrals 77 Newspaper Ads 46 Private Employment Agencies 0 Unsolicited Applicants 15 In House Promotion 8 Public School Referrals 0 Private School Referrals 0 Union Hall Referrals 0 Other 8 EDD 8	Туре	<u>%</u>
Private Employment Agencies 0 Unsolicited Applicants 15 In House Promotion 8 Public School Referrals 0 Private School Referrals 0 Union Hall Referrals 0 Other 8	Employee Referrals	77
Unsolicited Applicants 15 In House Promotion 8 Public School Referrals 0 Private School Referrals 0 Union Hall Referrals 0 Other 8	Newspaper Ads	46
In House Promotion 8 Public School Referrals 0 Private School Referrals 0 Union Hall Referrals 0 Other 8	Private Employment Agencies	0
Public School Referrals 0 Private School Referrals 0 Union Hall Referrals 0 Other 8	Unsolicited Applicants	15
Private School Referrals 0 Union Hall Referrals 0 Other 8	In House Promotion	8
Union Hall Referrals 0 Other 8	Public School Referrals	0
Other 8	Private School Referrals	0
	Union Hall Referrals	0
EDD 8	Other	8
	EDD	8

## Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

#### Other Information

<u>Hours</u>: Employers surveyed report that almost all employees work full-time with an average work week of 40 hours. Few also reported part-time employees with an average work week of 25 hours, as well as temporary or on-call workers averaging 18 hours per week.

<u>Promotional Opportunities</u>: Many employers surveyed reported promotional opportunities to positions such as Foreman, Sales, and more skilled Cabinet Builders and Installers.

Principle Employing Industries:	SIC
Wood Kitchen Cabinet Manufacturers	2434
2. Millwork Establishments	2431
3. Special Trade Carpentry Work	1751
4. General Contractors-Single Family houses	1521
5. Wood Office Furniture Manufacturers	2521
6. Wood Household Furniture Manufacturers	2511
DOT Code and Title	
Cabinetmaker Cabinetmaker Apprentice Bench Carpenter	660.280-010 660.280-014 760.684-010
CA Occupational Guide #s	
Cabinetmakers	#23
Carpenters	#169

## Counter and Rental Clerks

OES Code 490170 (1997)

#### Description

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, drycleaning, and storage. They may compute cost and accept payment.

Alternate titles reported by employers for this occupation include Cashiers, Customer Service Representatives, Management Trainee, Stock, Video or Bowl Clerk, Office Assistant and Service Writer.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (351 jobs)

Approximate Growth Rate = 30% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	300	390	90	50	140

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + Separations = No. of current positions that open due to promotions, retirement, etc.

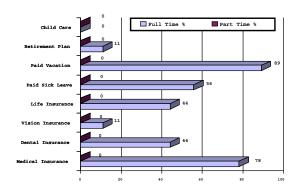
## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to use a calculator and operate a cash register. Be bondable and possess cash handling skills.

<u>Physical</u>: Ability to stand continuously for two or more hours.

<u>Personal:</u> Willingness to work with close supervision and ability to work independently. Possession of customer service skills.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	0%	13%
Usually	31%	44%
Sometimes	44%	38%
Never	25%	6%

Typical Length of Work Experience required ranges between 3-12 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

## Counter and Rental Clerks

OES Code 490170 (1997)

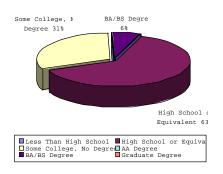
#### Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	13.23	5.50
New Hire w/ Experience	5.15	13.23	6.00
Experienced, 3 yrs w/ firm	6.00	13.23	7.75

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	75
Newspaper Ads	63
Private Employment Agencies	13
Unsolicited Applicants	6
In House Promotion	31
Public School Referrals	13
Private School Referrals	0
Union Hall Referrals	0
Other	13
EDD	6

## Computer Skills Desired

Some employers surveyed responding to this question seek employees with word processing and database skills. Most indicated they desire other programs specific to their business such as dry-cleaning, video tape rental or bowling lane tabulation .

#### Other Information

Hours: Employers surveyed report that many employees work full-time with an average work week of 38 hours. Many also reported part-time employees with an average work week of 22 hours.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Department, Office or Store Manager, Assistant Manager or Supervisor.

Principle Employing Industries:	SIC
1. Bowling Centers	7933
2. Drycleaning Plants	7216
3. Gasoline Service Stations	5541
4. Passenger Car Rental Establishments	7514
5. Photofinishing Laboratories	7384
6. Sporting Goods and Bicycle Shops	5941
7. Video Tape Rental Establishments	7841
DOT Code and Title	
Counter Clerk	249.362-010
Counter Clerk	249.366-010
CA Occupational Guide #s	
Counter and Rental Clerks	#511

# Food Preparation Workers

OES Code 650380 (1997)

## Description

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

Alternate titles reported by employers for this occupation include Cook, Cookie Consultants, Counter Help, Food Service Assistant, Prep Cook and Utility Aide.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (1561 jobs)

Approximate Growth Rate = 16% Slower Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	1430	1660	230	370	600

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

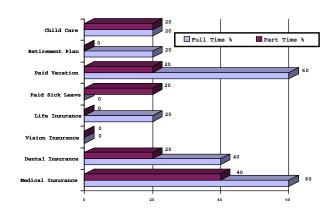
## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	7%	53%
Usually	13%	7%
Sometimes	40%	40%
Never	40%	0%

Typical Length of Work Experience required ranges between 6-12 months

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to operate a cash register and handle multiple food orders in a timely fashion. Possess salad and sandwich making skills, as well as have knowledge of sanitary work environments and be a certified food handler.

Physical: Ability to pass a pre-employment medical examination, stand continuously for two hours or more, work rapidly and lift at least 30 lbs. repeatedly. Personal: Willingness to work with close supervision and ability to work independently. Possession of public contact skills. Ability to work under pressure. Maintain high personal cleanliness.

## Supply and Demand Assessment

Experienced and Inexperienced: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Food Preparation Workers

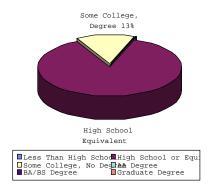
OES Code 650380 (1997)

## Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Type	%
туре	<u>70</u>
Employee Referrals	50
Newspaper Ads	43
Private Employment Agencies	0
Unsolicited Applicants	7
In House Promotion	50
Public School Referrals	7
Private School Referrals	0
Union Hall Referrals	0
Other	0
EDD	7

#### Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	8.01	5.75
New Hire w/ Experience	5.15	8.85	6.00
Experienced, 3 yrs w/ firm	5.15	10.50	7.50

Union firms pay at top end of wage scale. Few firms also pay commissions which can vary widely.

#### Other Information

Hours: Employers surveyed report that most employees work part-time with an average work week of 22 hours. Many also reported full-time employees with an average work week of 40 hours.

Promotional Opportunities: Many employers surveyed reported promotional opportunities to positions such as Assistant Manager, Cook, Line Cook, or Manager.

Principle Employing Industries:	SIC
1. Assisted Living Communities	7389
2. Child Care Services	8351
3. Eating Establishments	5812
4. Elementary and Secondary Schools	8211
5. Retail Bakeries	5461
DOT Code and Title	
Cook Helper Kitchen Helper	317.687-010 318.687-010
CA Occupational Guide #s	
Cooks and Chefs	#93
Cooks, Short Order and Fast Food	#366
Kitchen Helpers	#331
Retail Bakers	#532

# Guards and Watch Guards

OES Code 630470 (1997)

## Description

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

Alternate titles reported by employers for this occupation include Campus Supervisor, Kiosk Guards, Fixed Site and Patrol Security Officers or Guards.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Large (600 jobs)

Approximate Growth Rate = 43.8% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	480	690	210	80	290

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 800 Separations = No. of current positions that open due to promotions, retirement, etc.

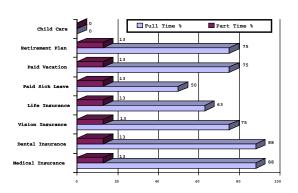
## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to follow security protection procedures, write effectively, administer emergency first aid, operate video surveillance equipment, and use a baton. Be bondable and possess a Security guard registration (Guard Card), valid drivers license and a license to carry firearms (when applicable).

<u>Personal:</u> Willingness to work with close supervision and ability to work independently. Public contact skills. Possession of a clean police record and a reliable vehicle.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	33%	33%
Usually	22%	11%
Sometimes	11%	33%
Never	33%	22%

Typical Length of Work Experience required ranges between 6-24 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Guards and Watch Guards

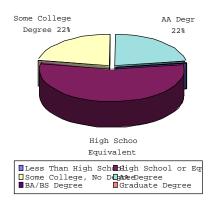
OES Code 630470 (1997)

## Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	56
Newspaper Ads	100
Private Employment Agencies	0
Unsolicited Applicants	22
In House Promotion	33
Public School Referrals	11
Private School Referrals	11
Union Hall Referrals	0
Other	22
EDD	44

#### Wages

Experience	Low	High	Median
New Hire, No Experience	6.00	11.05	7.00
New Hire w/ Experience	6.25	11.46	8.25
Experienced, 3 yrs w/ firm	7.00	13.00	9.86

Union Affiliation is Negligible or Non-Existent

#### Other Information

Hours: Employers surveyed report that most employees work full-time with an average work week of 40 hours. Few also reported part-time employees with an average work week of 20 hours.

Promotional Opportunities: Almost all employers surveyed reported promotional opportunities to positions such as Sergeant, Lieutenant, Captain, Parking Officer and/or Lead or Supervisor Guard.

Principle Emp	loying Indus	stries: SIC
	, 0	

1. Amusement Parks	7996
2. Colleges, Universities and Professiona Schools	al 8221
3. Detective, Guard and Armored Car Services	7381
4. Elementary and Secondary Schools	8211
5. General Medical and Surgical Hospita	als 8062
DOT Code and Title Guard, Security Merchant Patroller	372.667-034 372.667-038
CA Occupational Guide #s	
Security Guards	#75

# Home Health Care Workers

OES Code 660110 (1997)

#### Description

Home Health Care Workers care for elderly, convalescent, or handicapped persons in the homes of their patients. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications that are self-administered. Includes Certified Home Health Aides, Certified Nurse Assistants caring for patients in their homes, and uncertified Home Health Care Workers.

Alternate titles reported by employers for this occupation include Caregiver, Counselor, CNA, (Certified or Uncertified) Home Health Aide, Mental Health Aide, Resident or Personal Care Assistant or Attendant.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (224 jobs)

Approximate Growth Rate = 86.7% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	150	280	130	20	150

Small = less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1993-2000, EDD/LMID

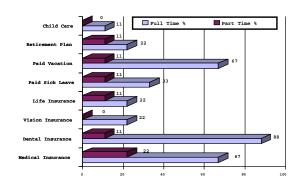
## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to prepare meals, apply transferring techniques moving patients, and write effectively. Possess a certificate to perform CPR, a valid drivers license, an HHA certificate and a Certified Nurse Assistant qualification (when applicable).

<u>Physical</u>: Ability to pass a pre-employment medical examination.

<u>Personal:</u> Willingness to work with close supervision and independently. Possess a reliable vehicle.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	13%	6%
Usually	50%	50%
Sometimes	31%	31%
Never	6%	13%

Typical Length of Work Experience required ranges between 6-18 months

# Home Health Care Workers

OES Code 660110 (1997)

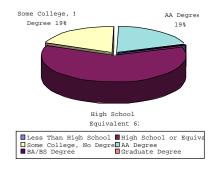
#### Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	8.00	6.88
New Hire w/ Experience	5.15	12.00	7.18
Experienced, 3 yrs w/ firm	5.50	15.00	8.50

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	%
Employee Referrals	63
Newspaper Ads	69
Private Employment Agencies	0
Unsolicited Applicants	13
In House Promotion	19
Public School Referrals	19
Private School Referrals	13
Union Hall Referrals	0
Other	0
EDD	13

## Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

#### Other Information

Hours: Employers surveyed report that many employees work on call with an average work week of 18 hours. Some also reported full-time employees with an average work week of 37 hours, and part-time workers averaging 18 hours a week. In addition, few employers considered their employees full-time with only an average work week of 28 hours.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Manager, Supervisor or Team Leader.

SIC

**Principle Employing Industries:** 

Thicipic Limploying madatics.	<u>51C</u>
1. Assisted Living Establishments	7389
2. Employment Agencies	7361
3. Home Health Care Service Establishments	8082
4. Residential Care Establishments	8361
5. Skilled Nursing Care Facilities	8051
DOT Code and Title Home Attendant	354.377-014
CA Occupational Guide #s	
Home Health Aides Home Health Support Occupations Nursing Assistants / Nurse Aides	#461 #2002B #442

## **Human Service Workers**

OES Code 273080 (1997)

#### Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors or Psychiatric Technicians.

Alternate titles reported by employers for this occupation include Advocate, Counselor, Eligibility and Outreach Worker, Program Assistant or Specialist and Social Worker.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (103 jobs)

Approximate Growth Rate = 50% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	80	120	40	10	50

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

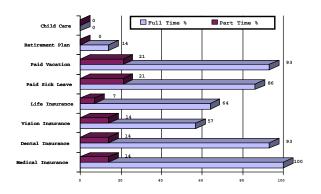
## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Knowledge of geriatrics, veterans services and protective services for children and adults. Ability to write effectively, interview others for information and treat substance abuse. Possession of a valid drivers license, record keeping, food buying and menu planning skills.

<u>Personal:</u> Willingness to work with close supervision and/or independently. Public contact skills. Understanding of a variety of cultures.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	40%	0%
Usually	40%	40%
Sometimes	13%	53%
Never	7%	7%

Typical Length of Work Experience required ranges between 6-24 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# **Human Service Workers**

OES Code 273080 (1997)

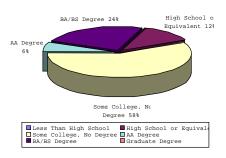
#### Wages

Experience	Low	High	Median
New Hire, No Experience	7.00	12.60	9.00
New Hire w/ Experience	8.00	13.40	11.00
Experienced, 3 yrs w/ firm	9.00	17.00	13.38

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	53
Newspaper Ads	73
Private Employment Agencies	0
Unsolicited Applicants	7
In House Promotion	60
Public School Referrals	7
Private School Referrals	0
Union Hall Referrals	0
Other	20
EDD	20

## Computer Skills Desired

Most employers surveyed responding to this question seek employees with word processing skills. Many indicated they seek familiarity with spreadsheet, and/ or other program knowledge. Some looked for database understanding.

#### Other Information

Hours: Employers surveyed report that many employees work part-time with an average work week of 17 hours. Some also reported full-time employees with an average work week of 39 hours. In addition, few employers considered their employees full-time with an average work week of only 25 hours.

Promotional Opportunities: Almost all employers surveyed reported promotional opportunities to positions such as Outreach or Program Coordinator, Director, Manager or Supervisor.

Principle Employing Industries:	SIC
<ol> <li>Individual and Family Social Service Agencies</li> </ol>	8322
2. Membership Organizations	8699
3. Social Service Agencies	8399
4. Specialty Outpatient Facilities	8093
DOT Code and Title	
Case Aide Management Aide Social Services Aide	195.367-010 195.367-014 195.367-034
CA Occupational Guide #s	
Counselors, Rehabilitation and School Social Workers	#429 #122

## Lawn Maintenance Workers

OES Code 790380 (1997)

## Description

Lawn Maintenance Workers mow and trim lawns using hand or rider mowers, and trim shrubs and cultivate gardens. They clean grounds using rakes, brooms, blowers, and hoses, haul and spread topsoil using hand and power equipment, and dig holes for plants and trees using picks and shovels. Does not include workers who also perform the duties of Pruners and Sprayers and Applicators.

Alternate titles reported by employers for this occupation include Landscape Maintenance Worker, Apprentice and Supervisor.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (71 jobs)

Approximate Growth Rate = 33.3% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	60	80	20	10	30

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

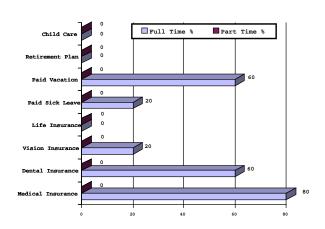
## Supply and Demand Assessment

<u>Experienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Wages

Experience	Low	High	Median
New Hire, No Experience	5.50	8.00	6.75
New Hire w/ Experience	6.00	10.00	7.75
Experienced, 3 yrs w/ firm	6.00	15.00	10.00

Union Affiliation is Negligible or Non-Existent

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	0%	25%
Usually	50%	42%
Sometimes	25%	33%
Never	25%	0%

Typical Length of Work Experience required ranges between 3-24 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Lawn Maintenance Workers

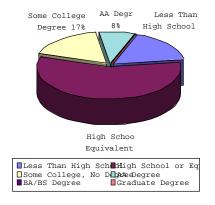
OES Code 790380 (1997)

## Computer Skills Desired

No computer skills were reported as necessary by surveyed employers.

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	73
Newspaper Ads	55
Private Employment Agencies	0
Unsolicited Applicants	9
In House Promotion	0
Public School Referrals	27
Private School Referrals	0
Union Hall Referrals	0
Other	9
EDD	0

## Qualifications

<u>Technical</u>: Ability to use hand tools, repair fences and tree or vine props, examine tree and vine leaves for damage or disease, operate power hand tools, hand tools and engine-powered pump sprayer. Knowledge of ornamental plants and gardening tools. Possession of garden care, landscape maintenance and landscape site planning skills.

Physical: Good physical condition. Ability to work outdoors in all weather conditions and to tolerate noise, dust and fumes.

<u>Personal:</u> Willingness to work with close supervision and/or independently. Ability to provide own hand tools.

#### Other Information

Hours: Employers surveyed report that most employees work full-time with an average work week of 39 hours. Some also reported part-time employees with an average work week of 22 hours.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Crew Leader, Foreman or Supervisor.

Principle Employing Industries:

THICIPIC Employing maaseres:	SIC
1. Lawn and Garden Services Establishments	0782
DOT Code and Title	
Landscape Gardener Landscape Laborer Lawn Service Worker	408.161-010 408.687-014 408.684-010
CA Occupational Guide #s  Gardeners and Grounds Keepers	#320

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

SIC

# Merchandise Displayers and Window Trimmers

OES Code 340440 (1997)

## Description

Merchandise Displayers and Window Trimmers plan and erect commercial displays, such as those in windows and interiors of retail stores and at trade exhibitions. Does not include sales route drivers who set up in-store displays.

Alternate titles reported by employers for this occupation include Manager, Sales Person, Consultant and Associate, Visual Merchandiser, Presenter and Specialist.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (109 jobs)

Approximate Growth Rate = 62.5% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	80	130	50	10	60

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

## Qualifications

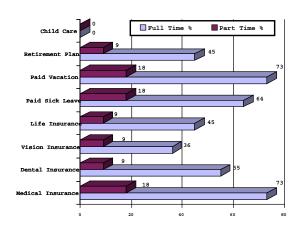
<u>Technical</u>: Ability to design displays, apply sales techniques, read blueprints and working drawings, use hand tools and demonstrate knowledge of specific products. Possession of artistic, carpentry, computer assisted design (CAD), and freehand drawing skills.

<u>Physical</u>: Ability to climb ladders and lift at least 50 lbs, repeatedly. Possession of manual dexterity and good color perception.

<u>Personal:</u> Willingness to work with close supervision and/or independently. Ability to work under pressure.

#### **Benefits**

% of employers surveyed who offered the following:



## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	13%	13%
Usually	47%	33%
Sometimes	20%	47%
Never	20%	7%

Typical Length of Work Experience required ranges between 6-24 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Merchandise Displayers and Window Trimmers

OES Code 340440 (1997)

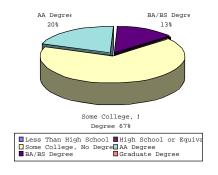
#### Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	19.18	5.75
New Hire w/ Experience	5.15	19.18	7.00
Experienced, 3 yrs w/ firm	7.00	23.97	9.25

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	46
Newspaper Ads	15
Private Employment Agencies	0
Unsolicited Applicants	23
In House Promotion	46
Public School Referrals	0
Private School Referrals	0
Union Hall Referrals	0
Other	0
EDD	0

## Computer Skills Desired

Most employers surveyed responding to this question seek employees with program knowledge specific to their business. Some desired desktop publishing familiarity.

#### Other Information

Hours: Employers surveyed report that many employees work full-time with an average work week of 40 hours. Some also reported part-time employees with an average work week of 21 hours. In addition, few employers considered their employees full-time with an average work week of only 30 hours. Again, few employers reported hiring temporary or on-call employees who work an average of 9 hours per week and seasonal workers with an average work week of 20 hours.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions such as Assistant Manager, Manager or Visual Manager.

Principle Employing Industries:	SIC
1. Department Stores	5311
2. Hobby, Toy and Game Stores	5945
3. Miscellaneous Apparel and Accessory Stores	5699
4. Miscellaneous Home Furnishing Stores	5719
5. Women's Accessory and Specialty Stores	5632
DOT Code and Title	
Decorator Displayer, Merchandise	298.381-010 298.081-010
CA Occupational Guide #s	
Interior Designers	#189

# Order Clerks - Materials, Merchandise, and Service OES Code 553230 (1997)

## Description

Order Clerks receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints. Does not include workers who dispatch as well as take orders for services.

Alternate titles reported by employers for this occupation include Counter Person or Helper, Customer or Business Service Representatives, Inside Sales Associate, Order Processing Clerks or Technicians and Sales Service Employees.

#### **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (219 jobs)

Approximate Growth Rate = 26.3% Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	190	240	50	30	80

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

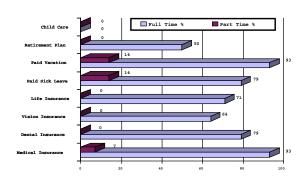
## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to process orders for products or services, accurately record and report information, write effectively and type at least 45 wpm. Possession of telephone answering and alphabetic and numeric filing skills. Understanding of inventory techniques.

<u>Physical</u>: Ability to sit continuously for two or more hours.

<u>Personal</u>: Willingness to work with close supervision and/or independently. Ability to set work priorities. Possession of customer service skills.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	47%	20%
Usually	20%	33%
Sometimes	20%	40%
Never	13%	7%

Typical Length of Work Experience required ranges between 6-24 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Order Clerks - Materials, Merchandise, and Service OES Code 553230 (1997)

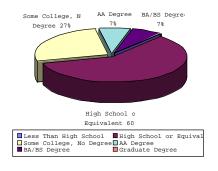
## Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	10.36	7.25
New Hire w/ Experience	5.15	17.26	8.00
Experienced, 3 yrs w/ firm	8.00	20.00	10.00

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	67
Newspaper Ads	60
Private Employment Agencies	20
Unsolicited Applicants	0
In House Promotion	33
Public School Referrals	0
Private School Referrals	0
Union Hall Referrals	0
Other	0
EDD	13

#### Computer Skills Desired

Many employers surveyed responding to this question seek employees with word processing, spreadsheet, and database skills, as well as job specific software. Few indicated they seek familiarity with desktop publishing.

#### Other Information

Hours: Employers surveyed report that many employees work full-time with an average work week of 40 hours. Some also reported part-time employees with an average work week of 31 hours. Few indicated employing seasonal workers averaging 40 hours per week.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions in Accounts, Billing, Collections, Inventory and Warehouse as well as Office, Parts or Store Manager.

Principle Employing Industries:	SIC
1. Auto and Home Supply Stores	5531
2. Business Services Firms	7389
3. Shipping Agencies	4731
4. Wholesale Grocery Product Firms	5149
5. Wholesale Industrial and Personal Service Paper Firms	5113
6. Wholesale Medical and Botanical Firms	5122
DOT Code and Title	
Order Clerk	249.362-026
CA Occupational Guide #s	
Clerks, General Office	#295

# Painters, Paperhangers - Construction and Maintenance OES Code 874020 (1997)

## Description

Painters paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Alternate titles reported by employers for this occupation include Apprentice, Foreperson, Journeyperson and Painter's Helper.

#### **Employment Trends**

Occupational Forecast\*

Current size of occupation = Medium (193 jobs)

Approximate Growth Rate = 23.5% Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	170	210	40	30	70

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1993-2000, EDD/LMID

## Qualifications

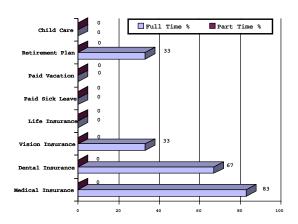
<u>Technical</u>: Ability to use and read a tape measure. Knowledge of paints and related chemicals. Possession of surface preparation, drywall installation and repair skills, as well as brush, roller and spray painting skills.

Physical: Ability to work from ladders and scaffolds, stand continuously for two hours or more, lift at least 50 lbs. repeatedly and tolerate dust and paint fumes. Possession of good color perception.

<u>Personal</u>: Willingness to work with close supervision and/or independently. Ability to pay attention to detail. Possession of a reliable vehicle. Customer service skills.

#### **Benefits**

% of employers surveyed who offered the following:



## Supply and Demand Assessment

Experienced: Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an existing opening exists.

<u>Inexperienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	10%	0%
Usually	50%	40%
Sometimes	20%	60%
Never	20%	0%

Typical Length of Work Experience required ranges between 7-42 months

## Painters, Paperhangers - Construction and Maintenance OES Code 874020 (1997)

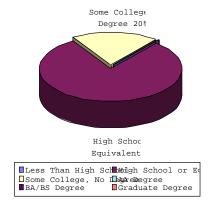
## Wage

Experience	Low	High	Median
New Hire, No Experience	6.00	8.00	7.50
New Hire w/ Experience	10.00	15.00	11.13
Experienced, 3 yrs w/ firm	12.00	22.00	15.63

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



## Computer Skills Desired

No computer skills were reported by surveyed employers.

#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	80
Newspaper Ads	50
Private Employment Agencies	0
Unsolicited Applicants	10
In House Promotion	10
Public School Referrals	0
Private School Referrals	0
Union Hall Referrals	10
Other	0
EDD	20

#### Other Information

Hours: Employers surveyed report that most employees work full-time with an average work week of 40 hours. Some indicated employing seasonal workers averaging 40 hours per week. Few also reported part-time employees with an average work week of 21 hours.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Foreman or to more specialized duties.

Principle Employing Industries: SIC

1. Painting and Paper Hanging Contractors 1721

#### **DOT Code and Title**

 Painter
 840.381-010

 Paperhanger
 841.381-010

CA Occupational Guide #s

Painters and Paperhangers #148

# Property and Real Estate Managers and Administrators OES Code 150110 (1997)

#### Description

Property and Real Estate Managers and Administrators plan, organize, direct, control, or coordinate real estate property management, purchase, sales and leasing activities. Their work involves management of buildings or properties, management of real estate buying and selling activities for clients or employers, and management of rented or leased housing units, buildings, or land (including rights-of-way). Does not include workers whose duties are not primarily managerial or who are engaged primarily in direct buying or selling of real estate.

Alternate titles reported by employers for this occupation include Chief Lending Officer, Licensed Real Estate Agent and Property Supervisor or Manager.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (143 jobs)

Approximate Growth Rate = 33.3% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	120	160	40	10	50

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 300 Separations = No. of current positions that open due to promotions, retirement, etc.

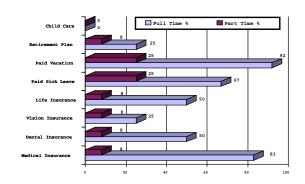
## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Qualifications

<u>Technical</u>: Ability to maintain financial records, manage an activity or department, plan and organize the work of others, prepare and arrange sales contracts, handle credit and collections, hire and assign personnel, negotiate property leases and write effectively. Possession of business math and problem solving skills. Knowledge of escrow and title functions. Bondable. Possession of a California Real Estate Sales License.

<u>Personal:</u> Ability to work independently. Possession of public contact skills.

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	40%	13%
Usually	27%	20%
Sometimes	27%	60%
Never	7%	7%

Typical Length of Work Experience required ranges between 1-24 months

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Property and Real Estate Managers and Administrators OES Code 150110 (1997)

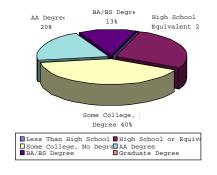
#### Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	14.38	8.63
New Hire w/ Experience	6.58	16.78	11.84
Experienced, 3 yrs w/ firm	6.58	28.77	16.11

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	14
Newspaper Ads	86
Private Employment Agencies	21
Unsolicited Applicants	14
In House Promotion	29
Public School Referrals	7
Private School Referrals	0
Union Hall Referrals	0
Other	0
EDD	7

## Computer Skills Desired

All employers surveyed responding to this question seek employees with word processing skills, while most desired database and spreadsheet skills as well. Some sought other programs such as accounting software. Few indicated they seek familiarity with desktop publishing.

#### Other Information

Hours: Employers surveyed report that almost all employees work full-time with an average work week of 40 hours. Few also reported part-time employees with an average work week of 21 hours.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Director, General Manager, Loan Administrator or Underwriter, Manager and Vice President.

Principle Employing Industries:	SIC
1. Operators of Apartment Buildings	6513
2. Operators of Residential Mobile Home Parks	6515
3. Real Estate Managers and Agents	6531

#### **DOT Code and Title**

Real-Estate Agents	186.117-058
Manager, Housing Project	186.167-018
Manager, Land Leases and Rentals	186.167-038
Manager, Property	186.167-046
Manager, Real-Estate Firm	186.167-066

#### CA Occupational Guide #s

Property and Real Estate Managers	#423
Real Estate Agents	#90

## Purchasing Agents - Except Wholesale, Retail and Farm Products OES Code 213080 (1997)

#### Description

Purchasing Agents, except Wholesale, Retail and Farm Products, purchase raw or semi-finished materials for manufacturing. They also purchase machinery, equipment, tools, parts, supplies, or services necessary for the operation of an establishment. Includes contract specialists, field contractors, purchasers, price analysts, tooling coordinators, and media buyers.

Alternate titles reported by employers for this occupation include Buyer, Clerk, Materials Manager, and Planner.

## Qualifications

<u>Technical</u>: Ability to use trade journals, supply catalogues, demonstrate knowledge of specific products, apply materials resource planning (MRP) techniques, assess and analyze market conditions, apply sales techniques and follow purchasing procedures. Possession of business math, report writing, negotiation, verbal presentation, supervisory and analytical skills. Understanding of inventory control systems and contract law.

<u>Personal:</u> Willingness to work with close supervision. Possession of public contact skills. Ability to work independently, work under pressure and maintain good business relationships.

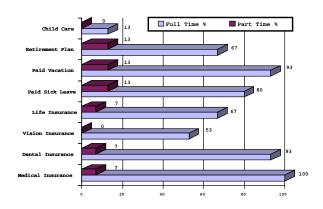
## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Small (137 jobs)

Approximate Growth Rate = 25% Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	120	150	30	20	50

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 100 Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1993-2000, EDD/LMID

## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	33%	0%
Usually	47%	20%
Sometimes	13%	53%
Never	7%	27%

Typical Length of Work Experience required ranges between 6-60 months

## Purchasing Agents - Except Wholesale, Retail and Farm Products OES Code 213080 (1997)

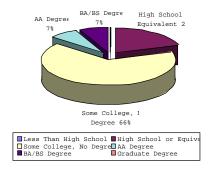
#### Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	13.81	11.24
New Hire w/ Experience	6.00	26.00	13.90
Experienced, 3 yrs w/ firm	6.15	28.77	16.78

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



## Recruitment Methods

Туре	%
Employee Referrals	67
Newspaper Ads	87
Private Employment Agencies	33
Unsolicited Applicants	7
In House Promotion	33
Public School Referrals	0
Private School Referrals	0
Union Hall Referrals	0
Other	0
EDD	27

## Computer Skills Desired

Most employers surveyed responding to this question seek employees with spreadsheet skills. Many desired word processing and database knowledge. Few indicated they seek familiarity with desktop publishing and/or other programs such as task specific software.

#### Other Information

Hours: Employers surveyed report that almost all employees work full-time with an average work week of 41 hours. Few also reported part-time employees with an average work week of 20 hours.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Account Manager, Manager, Purchasing Specialist or Supervisor and Senior Buyer.

SIC
3572
3679
3671
3931
7372
3949
3661
162.117-018 162.157-038
169.167-054
#433

# Registered Nurses

OES Code 325020 (1997)

#### Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers.

Alternate titles reported by employers for this occupation include Care Coordinator or Manager, Clinical Nurse and Staff Nurse.

## Qualifications

Technical: Ability to complete and explain insurance forms, plan and organize the work of others, provide personal services to patients, administer an electrocardiograph (EKG) test, apply transferring techniques moving patients and ability to write effectively. Possession of intensive care treatment. Record keeping skills.

<u>Personal:</u> Willingness to work with close supervision. Ability to work independently and under pressure. Possession of public contact skills.

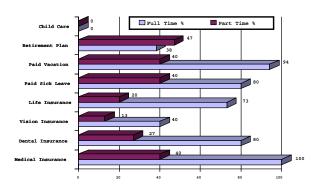
## Supply and Demand Assessment

<u>Experienced</u>: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

#### **Benefits**

% of employers surveyed who offered the following:



## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	47%	12%
Usually	24%	12%
Sometimes	24%	41%
Never	6%	35%

Typical Length of Work Experience required ranges between 3-48 months

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Very Large (1121 jobs)

Approximate Growth Rate = 23.2% Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	990	1220	230	100	330

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603+ Separations = No. of current positions that open due to promotions, retirement, etc.

Projections of Employment 1993-2000, EDD/LMID.

# Registered Nurses

OES Code 325020 (1997)

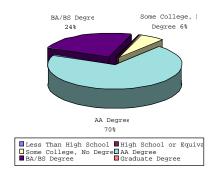
#### Wage

Experience	Low	High	Median
New Hire, No Experience	14.00	21.62	15.00
New Hire w/ Experience	14.50	28.50	18.00
Experienced, 3 yrs w/ firm	14.50	31.17	21.50

Union firms pay at top end of wage scale

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	82
Newspaper Ads	88
Private Employment Agencies	0
Unsolicited Applicants	18
In House Promotion	24
Public School Referrals	6
Private School Referrals	6
Union Hall Referrals	0
Other	24
EDD	0

## Computer Skills Desired

Many employers surveyed responding to this question seek employees with word processing and database skills. Few indicated they seek familiarity with other programs such as patient information data entry software.

#### Other Information

Hours: Employers surveyed report that many employees work part-time with an average work week of 28 hours. Some indicated employing on-call or temporary workers averaging 11 hours per week, as well as full-time employees with an average work week of 40 hours. Some of the employees were considered full-time by their firms with an average of only 32 hours per week.

<u>Promotional Opportunities:</u> Almost all employers surveyed reported promotional opportunities to positions such as Care Manager or Coordinator, Director of Home Care or Nursing Supervisor.

**Principle Employing Industries:** 

CA Occupational Guide #s

Registered Nurses and Nurse Practitioners

1. General Medical and Surgical Hospita	als 8062
2. Home Health Care Services	8082
3. Offices and Clinics of Doctors	8011
4. Skilled Nursing Care Facilities	8051
5. Specialty Hospitals	8069
DOT Code and Title	
Nurse, School	075.124-010
Nurse, Supervisor	075.167-010
Nurse, General Duty	075.364-010
Nurse, Private Duty	075.374-018

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

SIC

#29

# Sales Agents - Selected Business Services

OES Code 430170 (1997)

## Description

Selected Business Services Sales Agents sell selected services such as building maintenance, credit reporting, bookkeeping, security, printing, and storage space. Does not include sales agents who primarily sell advertising, insurance, financial and real estate services.

Alternate titles reported by employers for this occupation include Food Demonstrator, Sales Representative or Manager, Staffing Specialist and Travel Agent.

#### Qualifications

<u>Technical</u>: Possession of record keeping, business math, report writing, telephone sales and verbal presentation skills. Ability to apply sales techniques, prepare and arrange sales contracts, write effectively and demonstrate knowledge of specific products. Understanding of inventory techniques and possession of a valid drivers license.

<u>Personal</u>: Willingness to travel. Possession of a good DMV driving record, a reliable vehicle, and public contact skills. Ability to work independently and under pressure.

#### **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (189 jobs)

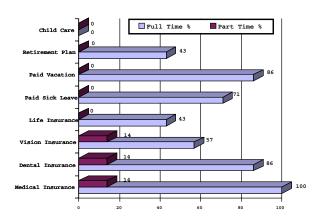
Approximate Growth Rate = 31.3% Much Faster Than Average

	1993	2000	Growth	Separations	Total Openings
No. of jobs	160	210	50	20	70

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

#### **Benefits**

% of employers surveyed who offered the following:



## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	13%	13%
Usually	63%	25%
Sometimes	25%	63%
Never	0%	0%

Typical Length of Work Experience required ranges between 6-12 months

## Supply and Demand Assessment

Experienced: Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

<u>Inexperienced</u>: Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

<sup>\*</sup>Projections of Employment 1993-2000, EDD/LMID

# Sales Agents - Selected Business Services

OES Code 430170 (1997)

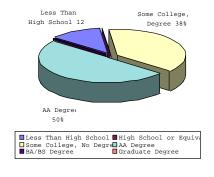
#### Wages

Experience	Low	High	Median
New Hire, No Experience	6.71	11.51	9.21
New Hire w/ Experience	7.25	28.77	9.60
Experienced, 3 yrs w/ firm	7.25	28.77	11.25

Union Affiliation is Negligible or Non-Existent

#### Education

Survey reported educational levels for recent hires:



## Recruitment Methods

<u>%</u>
50
88
25
0
63
0
0
0
0
25

## Computer Skills Desired

Most employers surveyed responding to this question seek employees with word processing skills. Many indicated they seek familiarity with desktop publishing, while some looked for database knowledge. Few preferred other programs such as task specific software.

#### Other Information

<u>Hours:</u> Employers surveyed report that most employees work part-time with an average work week of 15 hours. Some also reported full-time employees with an average work week of 40 hours.

<u>Promotional Opportunities:</u> Most employers surveyed reported promotional opportunities to positions in Management.

Principle Employing Industries:	SIC
1. Help Supply Service Establishments	7363
2. Miscellaneous Business Service Establishments	7389
3. Travel Agencies	4724

#### **DOT Code and Title**

Sales Representative	250.357-022
Sales Agent, Business Services	251.357-010
Sales Representative,	
Shipping Services	252.357-014
Sales Representative,	
Telephone Services	253.257-010
Sales Representative,	
Public Utilities	253.357-010
Sales Representative, Printing	254.357-018
CA Occupational Guide #s	

Travel Agents

All = 100%, Almost All = 80-99%, Most = 60-79%, Many = 40-59%, Some = 20-39%, Few = 1-19%

#213

# Secretaries, Medical

OES Code 551050 (1997)

## Description

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking a dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments.

Alternate titles reported by employers for this occupation include Accounting Clerk, Administrative or Medical Assistant, Biller, Front Office Staff, Office Manager, and Receptionist.

## Qualifications

Technical: Ability to operate a transcribing machine, follow billing procedures, use word processing software, write effectively, maintain an appointment calendar, take dictation at 100 wpm or more, type at least 60 wpm, complete and explain insurance forms. Possession of proof reading and telephone answering skills. Knowledge of medical terminology. Certified in Medical Transcription as a CMT.

<u>Personal:</u> Willingness to work with close supervision. Ability to work independently.

## **Employment Trends**

#### Occupational Forecast\*

Current size of occupation = Medium (203 jobs)

Approximate Growth Rate = 22.2% Faster Than Average

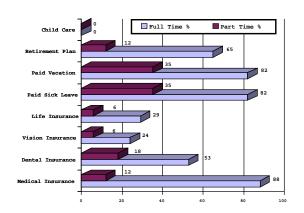
	1993	2000	Growth	Separations	Total Openings
No. of jobs	180	220	40	30	70

Small= less than 139 jobs, Medium = 139 - 277, Large = 278 - 602, Very Large = 603 + 277, Separations = No. of current positions that open due to promotions, retirement, etc.

\*Projections of Employment 1993-2000, EDD/LMID

#### **Benefits**

% of employers surveyed who offered the following:



## Training and Experience

	Work Experience Required	Training as Substitute for Experience
Always	20%	10%
Usually	50%	10%
Sometimes	25%	65%
Never	5%	15%

Typical Length of Work Experience required ranges between 6-12 months

## Wages

Experience	Low	High	Median
New Hire, No Experience	5.15	12.00	9.00
New Hire w/ Experience	6.50	16.00	12.00
Experienced, 3 yrs w/ firm	8.00	20.00	14.00

Union Affiliation is Negligible or Non-Existent

# Secretaries, Medical

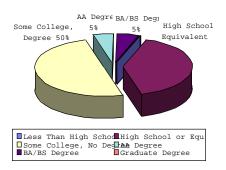
OES Code 551050 (1997)

## Supply and Demand Assessment

Experienced and Inexperienced: Employer Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

#### Education

Survey reported educational levels for recent hires:



#### Recruitment Methods

Туре	<u>%</u>
Employee Referrals	80
Newspaper Ads	75
Private Employment Agencies	10
Unsolicited Applicants	20
In House Promotion	25
Public School Referrals	5
Private School Referrals	5
Union Hall Referrals	0
Other	20
EDD	15

## Computer Skills Desired

Almost all employers surveyed responding to this question seek employees with word processing skills. Some indicated they seek familiarity with spreadsheet, database, and/or other programs such as Microsoft Office, Lotus Notes or task specific software. Few preferred desktop publishing knowledge.

#### Other Information

Hours: Employers surveyed report that many employees work full-time with an average work week of 39 hours. Some also reported part-time employees with an average work week of 22 hours. Some of the firms considered their employees full time at an average of only 32 hours per week.

<u>Promotional Opportunities:</u> Many employers surveyed reported promotional opportunities to positions such as Office Manager or Supervisor.

Principle Employing Industries:	SIC
<ol> <li>Offices and Clinics of Doctors of Medicine</li> </ol>	8011
2. Offices and Clinics of Dentists	8021
3. Offices and Clinics of Podiatrists	8043
4. Specialty Outpatient Facilities	8093
DOT Code and Title  Medical Secretaries  CA Occupational Guide #s  Medical Secretaries	201.362-014 #177

# **Local Training Providers**

The following is a list of training providers located in Santa Cruz County. All private schools listed here have been approved by the Council for Private Postsecondary and Vocational Education (CPPVE). Only the providers, and their programs who responded to a questionnaire administered by the PIC have been listed here. This list is also located in The State Training Inventory, a publication which contains all counties in California with their respective programs. Please contact the training provider for more information.

Anthony Schools of Northern California 563 Arthur Rd., Suite 102 Watsonville, CA 95076

**Programs**:

Real Estate

AVA/ Vocational Training Institute 4622 W. Walnut Street Soquel, CA 95073

**Programs**:

Computer and Information Sciences, General

Bethany College of the Assembly of God 800 Bethany Drive Scotts Valley, CA 95066 (408) 438-3800

#### **Programs:**

Teacher Education, Multiple Levels
English Teacher Education
Music Teacher Education
Social Science Teacher Education
Teacher Education, Specific Academic and Vocational Programs
Child Growth, Care and Development Studies

# **Local Training Providers**

English Language and Literature, General

**English Composition** 

Liberal Arts and Sciences/Liberal Studies

Addiction Prevention and Treatment

Biblical and Other Theological Languages and Literatures

Missions/Missionary Studies and Misology

Pastoral Counseling and Specialized Ministries

Psychology, General

Social Sciences, General

Social Sciences and History

Drama/Theater Arts, General

Music, General

Business, General

Business Administration and Management, General

Business Management and Administrative Services

#### Cabrillo College

6500 Soquel Drive

Aptos CA, 95003

(408) 479-6100

#### **Programs**:

Horticulture Science

**Journalism** 

Culinary Arts and Related Services

Construction/BuildingTech./Technician

Child Care and Guidance Workers and Managers, General

Criminal Iustice Studies

Fire Protection

Archeology

Drafting, General

Desktop Publishing Equipment Operator

Transportation and Materials Moving Workers

Dental Laboratory Technician

**Medical Transcription** 

Medical Assistant

Medical Radiologic Tech./Technician

Nursing (R.N. Training) - Registered Nurses

# **Local Training Providers**

Practical Nurse (L.P.N. Training)
Business, General
Business Administration and Management, General
Accounting - Accountants and Auditors
Banking and Financial Support Services
Real Estate

#### Center for Employment Training

10 Blanca Lane Watsonville, CA 95076 (408) 728-4551

#### **Programs**:

Building/Property Maintenance and Manager Industrial Electronics Installer and Repairer Machinist/Machine Technologist Welder/Welding Technologist General Office/Clerical and Typing Services

# Century 21 of the West (510) 932-2021 for all locations

(0.0)

9047 Soquel Drive Aptos, CA 95003

6299 Highway 9 Felton, CA 95018 1307 Ocean Street Santa Cruz, CA 95060

#### **Programs:**

Real Estate

# **Local Training Providers**

#### **Computer Trainers**

200 Washington Street, Suite 107 Santa Cruz, CA 95060 (408) 457-8007 Programs:

Computer Programming General Office/Clerical and Typing Services

#### **Pro Driver Training**

1144 Riverside Road Watsonville, CA 95076 (800) 808-7761

#### **Programs**:

Truck, Bus and Other Commercial Vehicle Operator

#### Santa Cruz Adult School

350 Taylor Street Santa Cruz, CA 95060

#### **Programs:**

Computer and Information Sciences, General
Teaching English as a Second Language/Foreign Language
Home Economics, General
General Studies
Citizenship Activities, General
Birthing and Parenting Knowledge and Skills
Administrative Assistant/Secretarial Science, General

# **Local Training Providers**

Santa Cruz County Regional Occupational Program (ROP) 809 H Bay Avenue Capitola, CA 95010 (408) 479-5333

#### **Programs**:

Agricultural Business/Agribusiness Operations

Agricultural Mechanization, General

Agricultural Animal Husbandry and Production Management

Crop Production Operations and Management

Horticulture Services Operations and Management, General

Natural Resources Conservation, General

Business and Personal Services Marketing Operations

Entrepreneurship

General Marketing Operations

Hotel/Motel Services Marketing Operations

**Tourism Promotions Operations** 

Radio and Television Broadcasting Tech./Technician

Cosmetologist

Naval Architecture and Marine Engineering

Computer Maintenance Tech./Technician

Child Care and Guidance Workers and Managers, General

Institutional Food Workers and Administrators, General

Technology Education/Industrial Arts

Law Enforcement/Police Science

Criminal Justice and Corrections

Fire Science/Firefighting

Carpentry

Building/Property Maintenance and Manager

Miscellaneous Mechanics and Repairers

Auto/Automotive Body Repairer

Auto/Automotive Mechanic/Repairer

Diesel Engine Mechanic and Repairer

Small Engine Mechanic and Repairer

Civil/Structural Drafting

Upholsterer

Cabinet Maker and Millworker

Precision Production Trades

Commercial Photography

Dental Assistant

# **Local Training Providers**

Medical Assistant
Emergency Medical Tech./Technician
Nurse Assistant/Aide
Health Professions and Related Sciences
Accounting Technician
Administrative Assistant/Secretarial Science, General
Legal Administrative Assistant/Secretary
General Office/Clerical and Typing Services
Business Computer Facilities Operator

#### Shoreline Occupational Services

350 Encinal Street Santa Cruz, CA 95060 (408) 423-8611

#### Programs:

General Retailing Operations
General Retailing and Wholesaling Operations and Skills
Electrical and Electronics Equipment Installer and Repairer, General
Computer Installer and Repairer
Accounting Technician - Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers
General Office/Clerical and Typing Services

#### Stanley H Kaplan Educational Center LTD.

740 Front Street, Suite 130 Santa Cruz CA 95060 (408) 429-6524

#### Programs:

Reading, Literacy and Communication Skills

# **Local Training Providers**

#### Truck Driver Institute

1150 Main Street, Suite 8 Watsonville, CA 95076 (408) 724-6100

#### **Programs:**

Truck, Bus and Other Commercial Vehicle Operator

University of California Extension, Santa Cruz

740 Front Street, Suite 155 Santa Cruz, CA 95060 (800) 660-8639

#### **Programs**:

Horticulture Science

Environmental Science/Studies

Communications Technology/Technicians

Computer and Informations Sciences, General

Computer Programming

Data Processing Tech./Technician

Food and Beverage/Restaurant Operations Manager

**Educational Psychology** 

**Engineering Science** 

Environmental and Pollution Control Tech./Technician

Foreign Languages and Literatures, General

Child Development, Care and Guidance

English Language and Literature, General

Library Science/Librarianship

Writing

Personal Awareness and Self-Improvement

Chemistry, General

Counseling Psychology

Visual and Performing Arts

Graphic Design, Commercial Art and Illustration

Interior Design

Photography

Art History, Criticism and Conservation

Sign Language Interpreter

Alcohol/Drug Abuse Counseling

# **Local Training Providers**

Clinical and Medical Social Work
Art Therapy
Aerospace Medicine Residency
Business Administration and Management
Accounting
Legal Administrative Assistant/Secretary
Finance, General
Hotel/Motel and Retaurant Management
Human Resources Management
Marketing Management and Research
Taxation

University of California, Santa Cruz 1156 High Street Santa Cruz, CA 95064 (408) 459-0111

#### **Programs**:

Plant Sciences, General American Studies/Civilization East Asian Studies Latin American Studies Southeast Asian Studies Womens Studies Communications Computer and Information Sciences, General Education, General Bilingual/Bicultural Education Curriculum and Instruction **Elementary Teacher Education** Secondary Teacher Education Education Engineering, General Computer Engineering Foreign Languages and Literatures, General Linguistics

Japanese Language and Literature Russian Language and Literature

# **Local Training Providers**

German Language and Literature

French Language and Literature

Spanish Language and Literature

Classics and Classical Language and Literature

Greek Language and Literature (Ancient and Medieval)

Latin Language and Literature (Ancient and Medieval)

Law and Legal Studies

Comparative Literature

**English Creative Writing** 

English Literature (British and Commonwealth)

Biology, General

Botany, General

Cell Biology

Molecular Biology

**Ecology** 

Marine/Aquatic Biology

Neuroscience

Miscellaneous Biological Specializations

Biological Sciences/Life Sciences

Mathematics

**Applied Mathematics** 

Peace and Conflict Studies

Multi-Interdisciplinary Studies

Philosophy

Religion/Religious Studies

Astronomy

Astrophysics

Chemistry

Geology

Geological and Related Sciences

Earth and Planetary Sciences

Physics, General

Physical Sciences

Psychology, General

Clinical Psychology

Development and Child Psychology

**Experimental Psychology** 

Social Psychology

**Psychology** 

Anthropology

# **Local Training Providers**

Economics, General

History, General

Political Science, General

Sociology

Social Sciences and History, General

Dance

Design and Visual Communicartion

Drama/Theater Arts, General

Film-Video Making/Cinematography and Production

Film/Video and Photographic Arts

Art History, Criticism and Conservation

Painting

Sculpture

Fine Arts and Art Studies

Visual and Performing Arts

Health Professions and Related Sciences

#### Watsonville-Aptos Adult School

550 Rodriquez Street Watsonville, CA 95076 (408) 728-6330

#### **Programs:**

Communications

Journalism

Computer and Information Sciences, General

Data Processing Tech./Technician

Driver and Safety Teacher Education

Foreign Languages and Literatures, General

Spanish Language and Literature

Family Living and Parenthood

English

General Studies

**Mathemetics** 

Science, Technology and Society

Health Related Knowledge and Skills

Art

Personal Awareness and Self-Improvement

Social Sciences

Painter and Wall Coverer

# **Local Training Providers**

Woodworkers, General Fine Arts and Art Studies Nurse Assistant/Aide Business, General Accounting Accounting Technician Investments and Securities

#### Worldwide Educational Services

2425 Porter Street, Suite 17 Soquel, Ca 95073 (408) 476-5806 (510) 798-2000

#### **Programs:**

Business and Personal Services Marketing Operations
Computer and Information Sciences
Business Machine Repairer
Business and Administration Management, General
Office Supervision and Management
Accounting Technician
Administrative Assistant/Secretary
Medical Administrative Assistant/Secretary
Receptionist
Information Processing/Data Entry Technician
General Office/Clerical and Typing Services